

Comptia 220-901



CompTIA A+ Certification Exam

Version: 8.0

Topic 1, Hardware

QUESTION NO: 1

A technician needs to run a diagnostic DVD on a laptop running Windows 8.1. After setting the boot order in the UEFI BIOS to the internal DVD-RW drive, the laptop still boots into Windows. Which of the following settings needs to be adjusted in order for the laptop to boot from the DVD-RW drive?

- A.**
TPM
- B.**
Virtualization
- C.**
Secure boot
- D.**
UEFI BIOS password

Answer: C

Explanation:

QUESTION NO: 2

A technician connects a second monitor to a desktop. It is physically located to the right of the existing monitor, but the mouse pointer can only get to the second monitor by moving to the left edge of the screen of the first monitor. Which of following display settings needs to be adjusted to get the pointer to move with the physical placement of the monitor?

- A.**
Scaling
- B.**
Rotation
- C.**
Position

D.
Resolution

Answer: C
Explanation:

QUESTION NO: 3

Which of the following types of cables are MOST likely to be used to connect to an external hard drive? (Select TWO).

- A.**
Molex
- B.**
SPDIF
- C.**
eSATA
- D.**
HDMI
- E.**
USB 3.0
- F.**
CAT6e

Answer: C,E
Explanation:

QUESTION NO: 4

A customer is building a high-end gaming PC and is seeking an appropriate power supply unit.

Which of the following feature-sets of a power supply should be installed? (Select THREE).

- A.**
Mini-ITX form factor
- B.**
High number of connectors
- C.**
24-pin main connector
- D.**
20-pin main connector
- E.**
350-450 watts of power
- F.**
Dual 12v rails

Answer: B,C,F

Explanation:

QUESTION NO: 5

Which of the following is required during the installation of a digitizer?

- A.**
Must be connected to the Internet
- B.**
Must be cleaned
- C.**
Must have the latest software installed
- D.**
Must be calibrated

Answer: D

Explanation:

QUESTION NO: 6

A technician is troubleshooting an expansion card in a computer that allows the computer to receive faxes over a VoIP line. The line connected to the expansion card is MOST likely which of the following cable types?

- A.**
Coaxial
- B.**
CAT3
- C.**
CAT6
- D.**
Multi-mode fiber
- E.**
Single-mode fiber

Answer: C

Explanation:

QUESTION NO: 7

For which of the following types of printers should a technician obtain a maintenance kit containing a fuser, transfer roller, and pickup rollers?

- A.**
Thermal
- B.**
Impact

C.
Inkjet

D.
Laser

Answer: D

Explanation:

QUESTION NO: 8

Which of the following cable connection types is an example of a mini DIN?

A.
BNC

B.
PS/2

C.
RCA

D.
DB9

Answer: B

Explanation:

QUESTION NO: 9

A customer wants a computer for performing a single-threaded task as quickly as possible. Which of the following CPU characteristics is the MOST important?

A.
Clock speed

- B.**
Hyperthreading
- C.**
Fan speed
- D.**
Number of cores

Answer: A

Explanation:

QUESTION NO: 10

Which of the following display technologies provides the BEST range of visible colors?

- A.**
CRT
- B.**
LCD
- C.**
Plasma
- D.**
OLED

Answer: D

Explanation:

QUESTION NO: 11

A customer wants to transfer data from the DVR to a DVD. Which of the following should be used on a workstation in order to extract the data for archiving?

- A.**
Optical drive
- B.**
Capture card
- C.**
Thunderbolt
- D.**
External storage

Answer: B

Explanation:

QUESTION NO: 12

A small workgroup inherits a second-hand printer without networking capabilities. Which of the following is the BEST method of sharing this resource among the workgroup?

- A.**
Connect the printer to a Bluetooth adapter in order for the users to print
- B.**
Connect the printer by using the onboard Infrared port
- C.**
Connect the printer to a user's workstation and share the device
- D.**
Connect the printer to a parallel switch box

Answer: C

Explanation:

QUESTION NO: 13

A technician is building a new PC and notices that it has 8 DIMM sockets labeled 0 through 7. Four are white and four are blue. Which of the following should the technician do FIRST?

- A.**
Install the memory in the four white slots
- B.**
Install the memory in the four blue slots
- C.**
Consult the motherboard documentation
- D.**
Install the memory in slots 0 through 3
- E.**
Fill all slots with memory

Answer: C

Explanation:

QUESTION NO: 14

A user wants to reduce the amount of paper consumed on a multi-function printer. Which of the following settings should be configured to achieve this outcome?

- A.**
Orientation
- B.**
Duplex
- C.**
Collate
- D.**
Economy ink

Answer: B

Explanation:

QUESTION NO: 15

A technician upgrades an older computer to Windows 8. The computer is running unusually slow, but the hardware has no problems and is adequate for the OS. Which of the following is the MOST likely solution?

- A.**
Change the boot sequence
- B.**
Switch the BIOS to UEFI
- C.**
Defragment the hard drive
- D.**
Enable virtualization

Answer: C

Explanation:

QUESTION NO: 16

Which of the following types of expansion slots is MOST frequently found in blade servers?

- A.**
PCIe
- B.**
PCI
- C.**
PCI-X

D.
miniPCI

Answer: C

Explanation:

QUESTION NO: 17

A user wants to extend a PC's capacity by connecting external devices. Which of the following connectors will allow the user to accomplish this? (Select TWO).

A.
eSATA

B.
IEEE 1394

C.
SATA

D.
EIDE

E.
IDE

Answer: A,B

Explanation:

QUESTION NO: 18

Which of the following memory types is primarily used in laptops?

A.
SDRAM

- B.**
DDR2
- C.**
ECC
- D.**
SODIMM

Answer: D

Explanation:

QUESTION NO: 19

A small company needs to print several color copies of the same contract to go to various departments and customers. Which of the following printers will be the QUICKEST?

- A.**
3D printing
- B.**
Thermal printing
- C.**
Impact printing
- D.**
Laser printing

Answer: D

Explanation:

QUESTION NO: 20

A computer technician is responding to a call about a printer that is causing streaks to appear on

every printout. Which of the following is the MOST likely cause?

- A.**
Duplex unit
- B.**
Toner cartridge
- C.**
Imaging drum
- D.**
Pickup rollers

Answer: C

Explanation:

QUESTION NO: 21

Which of the following adapters converts an analog signal to a digital signal?

- A.**
S-Video to RCA
- B.**
HDMI to VGA
- C.**
VGA to DVI-D
- D.**
DVI-D to HDMI

Answer: C

Explanation:

QUESTION NO: 22

Which of the following **MUST** be the same when replacing a hard drive in a laptop?

- A.**
The interface type of the existing drive
- B.**
The speed of the new drive
- C.**
The total data capacity of the PC
- D.**
The cache size of the new drive

Answer: A

Explanation:

QUESTION NO: 23

A technician replaces a defective 250GB hard drive in a desktop with a 2TB hard drive. After installation, the computer detects the new 2TB drive as a 250GB drive. Which of the following should the technician do to fix this issue?

- A.**
Reinstall the drive
- B.**
Patch the OS
- C.**
Upgrade the driver
- D.**
Flash the BIOS

Answer: D

Explanation:

QUESTION NO: 24

Which of the following RAM types can continue working if there is corrupt data?

- A.**
Non-parity
- B.**
Dual channel
- C.**
Buffered
- D.**
ECC

Answer: D

Explanation:

QUESTION NO: 25

Which of the following devices does a technician need to calibrate as part of an installation?

- A.**
Mouse
- B.**
Touch screen
- C.**
Keyboard
- D.**
Video card

Answer: B

Explanation:

QUESTION NO: 26

A technician is installing Hyper-V and is getting an error that the software is not able to be installed. Which of the following processor characteristics should be checked?

- A.**
Cache size
- B.**
Virtualization support
- C.**
Number of cores
- D.**
Hyperthreading

Answer: B

Explanation:

QUESTION NO: 27

A technician is building a workstation that is to be used as an HTPC and will sit next to the audio receiver. Which of the following form factors would the technician MOST likely use because of its size?

- A.**
ATX
- B.**
Mini-ITX
- C.**
AT
- D.**
Micro-ATX

Answer: B

Explanation:

QUESTION NO: 28

A technician has connected a laptop to a television via HDMI cable. The entire display cannot be seen on the television. Which of the following settings should the technician modify?

- A.**
Keystone
- B.**
Resolution
- C.**
Privacy filter
- D.**
Frame rate

Answer: B

Explanation:

QUESTION NO: 29

A user is searching for a piano keyboard to connect to a PC. The user would like the keyboard to communicate with the PC. Which of the following features should the user look for on a piano keyboard to BEST facilitate this?

- A.**
MIDI
- B.**
USB
- C.**
TCP

D.
HDMI

Answer: A

Explanation:

QUESTION NO: 30

Which of the following is important when replacing a power supply in a workstation located in a datacenter server rack?

- A.**
A fanless power supply should be used
- B.**
The proper voltage must be selected
- C.**
The unit must be the same or less wattage
- D.**
The power connector location must be the same

Answer: B

Explanation:

QUESTION NO: 31

A user opens a service ticket for a laser printer that has paper jams. Lately, jamming has become more frequent. The technician recreates the problem and checks the printer logs for more information about the printer. Which of the following choices are MOST likely fixes to this problem? (Select TWO).

A.

Clean and inspect the laser drum assembly

B.

Clean and inspect the entire paper path

C.

Use the printer maintenance kit to replace parts

D.

Replace the paper exit assembly switch

E.

Clean and replace the paper out sensor

F.

Clean the fuser cold roller and verify fuser operation

Answer: B,C

Explanation:

QUESTION NO: 32

A technician is planning a hardware upgrade of a workstation. The technician would like to upgrade the video card, sound card, and NIC and add a USB 3.0 card. The technician is concerned about power consumption by the expansion cards. Which of the following upgrades would MOST likely require also upgrading the power supply?

A.

Video card

B.

USB 3.0 card

C.

Sound card

D.

Network card

Answer: A

Explanation:

QUESTION NO: 33

Which of the following protocols would be used for file sharing between MAC OS and Windows OS workstations on a LAN?

- A.**
IMAP
- B.**
SMB
- C.**
SSH
- D.**
RDP

Answer: B

Explanation:

QUESTION NO: 34

Which of the following Internet connection types is known to have a significantly higher latency than the others?

- A.**
Cable
- B.**
Satellite
- C.**
DSL
- D.**
Fiber

Answer: B

Explanation:

QUESTION NO: 35

Under normal circumstances, which of the following wireless standards provides the slowest transfer speed at 2.4GHz?

- A.**
802.11a
- B.**
802.11b
- C.**
802.11g
- D.**
802.11n

Answer: B

Explanation:

QUESTION NO: 36

An IT Director wants to increase security on the company website to prevent man-in-the-middle attacks. Which of the following Internet protocols should be implemented to meet the requirement?

- A.**
HTTPS
- B.**
IMAP
- C.**
TELNET

D.
SMTP

Answer: A
Explanation:

Topic 2, Networking

QUESTION NO: 37

Which of the following ports is used for a secure browser connection for an online purchase?

- A.**
23
- B.**
80
- C.**
110
- D.**
443
- E.**
3389

Answer: D
Explanation:

QUESTION NO: 38

Which of the following ports is typically used for sending email?

A.

21

B.

22

C.

23

D.

25

Answer: D

Explanation:

QUESTION NO: 39

Which of the following connectors are commonly used for fiber optic cables?

A.

RJ-11 and RJ-45

B.

ST and LC

C.

F-connectors

D.

BNC

Answer: B

Explanation:

QUESTION NO: 40

A machine receives an IP address starting with 169.254.x.x when which of the following occurs?

A.

When the machine is using IPv6

B.

When the next IP range begins with 169.253

C.

When the DHCP server does not respond

D.

When the operating system is Unix or Linux

Answer: C

Explanation:

QUESTION NO: 41

A technician is connecting a PoE enabled phone and needs to run the drop from the switch that is 55 meters (180.4 feet) away. Which of the following cable types would be the MOST suitable for this purpose?

A.

Fiber

B.

Coaxial

C.

CAT3

D.

CAT6

Answer: D

Explanation:

QUESTION NO: 42

Which of the following is an advantage of using DHCP for network addressing?

- A.**
Simplified configuration
- B.**
More addresses are available
- C.**
Faster connection speeds
- D.**
Lower latency times

Answer: A

Explanation:

QUESTION NO: 43

A user wants to implement a wireless router that will have the fastest data speeds and operate over the 5GHz frequency. Which of the following standards should the user select?

- A.**
802.11a
- B.**
802.11ac
- C.**
802.11g
- D.**
802.11n

Answer: B

Explanation:

QUESTION NO: 44

Which of the following devices is BEST to use when designing a SOHO network to ensure the least amount of collisions?

- A.**
Switch
- B.**
Bridge
- C.**
Hub
- D.**
Access point

Answer: A

Explanation:

QUESTION NO: 45

Which of the following Internet connection types is a digital form that runs over standard telephone wiring?

- A.**
Fiber
- B.**
Dial-up
- C.**
Cable
- D.**
DSL

Answer: D

Explanation:

QUESTION NO: 46

The device that allows two different networks to communicate with one another is:

- A.**
a repeater.
- B.**
a hub.
- C.**
a router.
- D.**
an access point.

Answer: C

Explanation:

QUESTION NO: 47

A technician is tasked with finding and labeling where a network connection terminates in a patch panel. Which of the following tools would be BEST for the technician to use?

- A.**
Ethernet cable tester
- B.**
Tone generator and probe
- C.**
RJ-45 loopback plug
- D.**

Patch panel punchdown tool

Answer: B

Explanation:

QUESTION NO: 48

A technician is tasked with replacing all the APs in an office building for greater speeds. The current location of APs allowed for total coverage of WiFi throughout the office. Which of the following 802.11 standards should be used?

A.

a

B.

ac

C.

b

D.

g

E.

n

Answer: B

Explanation:

QUESTION NO: 49

Joe, a technician, is tasked to install a new client machine. He notices the machine is not getting any network connectivity. He tests the network cable between the PC and the network jack and confirms it is good. Joe goes to the network closet and finds several network cables not connected to the switch. Which of the following tools would Joe use to determine which cable goes back to

the correct network jack?

- A.**
Loopback plug
- B.**
Toner probe
- C.**
WiFi analyzer
- D.**
Punchdown tool

Answer: B

Explanation:

QUESTION NO: 50

A network administrator has a requirement to implement a Wi-Fi hotspot for the public. Which of the following should be used for secure access?

- A.**
WEP and TKIP
- B.**
WPA2 and AES
- C.**
WPA and static IPs
- D.**
WPA2 and MAC filtering

Answer: B

Explanation:

QUESTION NO: 51

Which of the following is a public IP address?

- A.**
10.45.xxx.xxx
- B.**
169.254.xxx.xxx
- C.**
173.16.xxx.xxx
- D.**
192.168.xxx.xxx

Answer: C

Explanation:

QUESTION NO: 52

A technician needs to run a cable for a new computer and the requirement is CAT6. Which of the following wiring connectors should the technician use when terminating the cable?

- A.**
BNC
- B.**
RJ-12
- C.**
RJ-45
- D.**
ST
- E.**
F-connector

Answer: C

Explanation:

QUESTION NO: 53

Which of the following BEST describes the reason a network administrator would task a technician with replacing a hub with a switch?

- A.**
The hub did not provide PoE
- B.**
The hub had too many collisions
- C.**
The hub was out of ports
- D.**
The hub had a bad port

Answer: B

Explanation:

QUESTION NO: 54

There are 20 laptops in a room and they all need to connect wirelessly to the network. Which of the following would be the BEST device to use?

- A.**
Switch
- B.**
Router
- C.**
Access point

D.
Hub

Answer: C

Explanation:

Topic 3, Mobile Devices

QUESTION NO: 55

A user wants to quickly share pictures between mobile devices. The devices will be in close proximity so the necessity of a third party service and/or another networking device is not required. Which of the following is the BEST option for this scenario?

A.
NFC

B.
USB

C.
IR

D.
WiFi

Answer: A

Explanation:

QUESTION NO: 56

Which of the following would need to be enabled on a mobile phone to share its Internet connection with multiple devices simultaneously?

- A.**
NFC
- B.**
Bluetooth
- C.**
Hotspot
- D.**
Tethering

Answer: C

Explanation:

QUESTION NO: 57

Android smartphones are typically different from other smartphone devices in that:

- A.**
Android devices use apps that are more secure than other devices.
- B.**
Android devices use open source operating systems.
- C.**
Android devices can only operate with a proprietary operating system.
- D.**
Android devices can receive apps from different sources.

Answer: B

Explanation:

QUESTION NO: 58

Recently a company updated their network infrastructure. A user reports that a laptop is experiencing slower network speeds since the update. Which of the following would the technician replace, rather than purchase a new device?

- A.**
Wireless NIC
- B.**
CPU
- C.**
RAM
- D.**
Hard drive

Answer: A

Explanation:

QUESTION NO: 59

Legacy software needs to be installed on a netbook. Which of the following is MOST likely needed in order to install the software?

- A.**
Lightning port
- B.**
Bluetooth adapter
- C.**
USB optical drive
- D.**
NFC chip

Answer: C

Explanation:

QUESTION NO: 60

Wearable fitness tracking devices use which of the following technologies to determine user activity levels?

- A.**
Digitizer
- B.**
Gyroscope
- C.**
Accelerometer
- D.**
Inverter

Answer: C

Explanation:

QUESTION NO: 61

A user, Ann, is preparing to travel abroad and wants to ensure that her laptop will work properly. Which of the following components of the laptop should be verified FIRST to ensure power compatibility before traveling?

- A.**
Wall adapter
- B.**
Battery
- C.**
Power supply
- D.**
Digitizer

Answer: A

Explanation:

QUESTION NO: 62

A laptop is setup at a podium for a presentation but is set to extended desktop. The presenter would like it to show exactly what the laptop screen is showing. Which of the following would be the QUICKEST way to accomplish this?

- A.**
Look for the setting in control panel
- B.**
Toggle the dual display function key
- C.**
Change the screen orientation
- D.**
Reboot the laptop

Answer: B

Explanation:

QUESTION NO: 63

A laptop has a network port that is not working consistently and wireless is out of range. Which of the following would the technician do to quickly get the laptop back on the wired network?

- A.**
Use a USB to RJ-45 dongle
- B.**
Enable Bluetooth
- C.**
Enable NIC teaming

D.

Replace the motherboard

Answer: A

Explanation:

QUESTION NO: 64

A customer wants the thinnest laptop possible. Which of the following display technologies typically allows for thinner devices?

A.

IPS

B.

OLED

C.

LCD

D.

DisplayPort

Answer: B

Explanation:

QUESTION NO: 65

Which of the following components is responsible for converting light into digital information?

A.

Microphone

B.

Digitizer

C.
Inverter

D.
Webcam

Answer: D

Explanation:

QUESTION NO: 66

A customer brings a laptop in for repair, because the screen image is upside down. Which of the following is the BEST solution?

A.
Change the screen orientation

B.
Replace the video card

C.
Connect an external monitor

D.
Update the video card drivers

Answer: A

Explanation:

QUESTION NO: 67

A user is requesting a cable to charge and transfer data for an Apple mobile device. Which of the following connection types would satisfy the user's requirements?

A.

MicroUSB

B.

Molex

C.

MiniUSB

D.

Lightning

Answer: D

Explanation:

QUESTION NO: 68

A user reports that the cursor jumps to random screen locations when typing on a laptop computer. Which of the following devices is MOST likely causing this?

A.

The touchpad

B.

The mouse wheel

C.

The multimedia keys

D.

The digitizer

Answer: A

Explanation:

QUESTION NO: 69

A user has requested a device that could be used for web-conferences while away from work. The device will mainly be used for emailing, document reviewing, and phone calls. Which of the following mobile devices would a technician MOST likely recommend?

- A.**
Tablet
- B.**
Smart camera
- C.**
Phablet
- D.**
Web camera

Answer: C

Explanation:

QUESTION NO: 70

A customer struggles with the small print of most smartphones. The customer still likes the idea of using a smartphone for phone calls and work. Which of the following devices should the technician recommend to the customer?

- A.**
A tablet
- B.**
An e-Reader
- C.**
A phablet
- D.**
A smart watch

Answer: C

Explanation:

QUESTION NO: 71

A user has downloaded an image file and needs to install an application from the image. When trying to execute or open the file, an error is displayed. Which of the following should the user perform?

- A.**
Download a different file from the website
- B.**
Rename the extension of the file to a known extension
- C.**
Verify the MD5 hash of the downloaded file
- D.**
Mount the file as an emulated DVD

Answer: D

Explanation:

QUESTION NO: 72

A customer asks a technician for a device that has the capability to easily connect a laptop to an external monitor, keyboard, mouse, and charge the battery. Which of the following devices should the technician recommend to the customer?

- A.**
Lightning
- B.**
KVM switch
- C.**
USB 3.0
- D.**
Docking station

Answer: D

Explanation:

QUESTION NO: 73

A technician is working on a laptop with a failed Ethernet port caused by ESD. Which of the following is the simplest solution to restore network connectivity?

- A.**
Re-solder the network connector
- B.**
Replace the Ethernet daughter board
- C.**
Update the Ethernet driver
- D.**
Enable wireless and connect to the WAP

Answer: D

Explanation:

QUESTION NO: 74

When a technician is planning to replace a laptop hard drive, the technician will need to:

- A.**
select a drive that is the correct form factor.
- B.**
choose the correct drive cache size for the laptop.
- C.**
also upgrade the memory.

D.
verify voltage requirements.

Answer: A

Explanation:

QUESTION NO: 75

A laptop logon screen can barely be seen, despite adjusting the display's brightness setting. Which of the following display components is defective?

A.
Backlight

B.
Digitizer

C.
Inverter

D.
Polarizer

Answer: A

Explanation:

Topic 4, Hardware NetTroubleshooting

QUESTION NO: 76

A network technician has been tasked with deploying new VoIP phones on a network. When the technician plugs the Ethernet cable for the phone into the wall port, the phone fails to turn on. When the technician plugs the Ethernet cable directly into the computer, the computer is able to access the network. Which of the following is the MOST likely cause of this issue?

A.

The network switch does not support PoE

B.

The technician is connecting the phone to the wrong type of port

C.

The firewall on the network is blocking access to the DHCP server

D.

The Ethernet cable is the wrong type

Answer: A

Explanation:

QUESTION NO: 77

A technician cannot communicate with one particular IP address and needs to narrow down where the traffic is stopping. Which of the following commands would be used to determine this?

A.

nslookup

B.

ipconfig

C.

nbtstat

D.

ping

E.

tracert

Answer: E

Explanation:

QUESTION NO: 78

A user reports that a workstation fails to complete boot up and repeats a series of two beeps over and over. The user states that the workstation had been displaying BSOD errors after running multiple applications. Which of the following is the MOST likely cause?

- A.**
Video adapter failure
- B.**
Memory failure
- C.**
Power supply failure
- D.**
CPU failure

Answer: B

Explanation:

QUESTION NO: 79

A technician is troubleshooting a desktop that is having intermittent issues with locking up and system errors. The technician suspects that the problem might be that not enough power is getting to the motherboard. Which of the following tools would a technician use to determine if the hypothesis is correct?

- A.**
POST card
- B.**
Loopback plug
- C.**
Multimeter
- D.**
Cable tester

Answer: C

Explanation:

QUESTION NO: 80

A user is notified of file system errors on an external hard drive. Which of the following tools can be used to repair common errors on the drive?

A.
chkdsk

B.
diskpart

C.
format

D.
sfc

Answer: A

Explanation:

QUESTION NO: 81

A technician has upgraded the BIOS of a system that is running with multiple hard drives. Afterward, the system will not boot and displays an error message "Operating system not found". Which of the following is the FIRST thing the technician should inspect?

A.
The hard drive type settings in the BIOS

B.
The power supply connections to the hard drives

C.

The boot sequence settings in the BIOS

D.

The motherboard SATA connectors

Answer: C

Explanation:

QUESTION NO: 82

An office printer that was working earlier in the day is no longer printing any documents. Pre-existing workstations are manually configured to print to the printer directly over the network. A technician has started to troubleshoot the problem and determines that the printer can still be seen in the network directory. The technician has also verified that the printer can print self-diagnostic pages successfully. Which of the following is the MOST likely cause of the problem?

A.

The printer's IP address has changed.

B.

The network print spooler service has been restarted.

C.

"Perform Printer Maintenance" message is displayed on the printer's LCD panel.

D.

Two or more users sent print jobs simultaneously, causing a print collision.

Answer: A

Explanation:

QUESTION NO: 83

A technician receives a call that a client's PC is not booting after a recent test of the building's

back-up generators. When the technician arrives, it is discovered that, once powered on, there is no output display or POST beep codes. Furthermore, after 15 seconds, the system's fans begin running much louder and faster. Which of the following is the MOST likely issue?

- A.**
The motherboard was damaged by the power test.
- B.**
The PC's RAM was affected by ESD.
- C.**
The power supply was damaged and is nonfunctional.
- D.**
The hard drive was erased due to the power test.

Answer: A

Explanation:

QUESTION NO: 84

A technician receives a report from a client that is having issues with colors on a monitor. The technician notices that the monitor does not appear to have any red hues. The technician sees that the monitor has two types of inputs, VGA is currently in use, and the HDMI cable is not. The technician powers down the system and switches from using the VGA cable to the HDMI cable and the issue is resolved. Which of the following was MOST likely the issue?

- A.**
One of the pins on the VGA cable was damaged.
- B.**
The monitor did not natively support VGA input.
- C.**
The PC was originally configured to output to HDMI.
- D.**
The video card drivers were out of date.

Answer: A

Explanation:

QUESTION NO: 85

A client has an issue with large files taking a long time to open or save. As time goes by, the issue worsens. The client has hundreds of GBs of files that are still in the process of backing up. The technician has verified that the hard drive is healthy and there are no signs of failure. Which of the following troubleshooting steps should the technician perform NEXT?

- A.**
Install the latest drivers from the hardware vendor.
- B.**
Perform a scan of the drive for file fragmentation.
- C.**
Run chkdsk on the workstation's hard drive.
- D.**
Reformat the drive and reinstall the OS.

Answer: B

Explanation:

QUESTION NO: 86

A client, Ann, is having issues with a PC shutting down. There are no error messages displayed before the system powers off. Ann reports that this started after she installed and began using CAD software. The hard drive, video card, and RAM all meet the software requirements and have passed diagnostics. Which of the following is MOST likely the issue?

- A.**
The video card has 3D acceleration disabled.
- B.**

The hard drive is IDE instead of SATA.

C.

The hard drive needs to be repartitioned.

D.

The PSU is underpowered for the system.

Answer: D

Explanation:

QUESTION NO: 87

A printer on the second floor is not printing for anyone. However, the printer has power and displays ready on the LCD display. There is paper in the trays and the toner was recently changed. The system administrator goes to the location with a laptop and tests the network port and is able to connect. Jobs are being queued on the local machines. Which of the following should the system administrator do to get the printer functioning again?

A.

Move the printer to a known good port and connect to the network

B.

Replace the network cable to the printer

C.

Verify the server's print spooler service is running

D.

Attach the printer directly to the laptop and print a test page

Answer: C

Explanation:

QUESTION NO: 88

The OSD of a monitor indicates the proper video source is selected, but no image is displayed. Which of the following issues are the MOST likely reasons? (Select TWO).

- A.**
The source cable is disconnected
- B.**
The monitor's brightness is set too low
- C.**
The backlighting of the monitor is faulty
- D.**
The monitor's contrast is set too high
- E.**
No device is sending source video

Answer: A,E

Explanation:

QUESTION NO: 89

The loud clicking noise coming from a faulty hard drive is MOST likely created by:

- A.**
the coil reversing polarity in an endless loop.
- B.**
one or more bad spindle motor bearings.
- C.**
repeated motion of the read/write head armature parallel to the platter.
- D.**
the solid state read/write head scratching the platter surface.

Answer: C

Explanation:

QUESTION NO: 90

A workstation has a network link light, but it cannot access internal network resources. Which of the following is the MOST likely cause of the issue?

- A.**
Slow transfer speeds
- B.**
IP address conflict
- C.**
Incorrect gateway
- D.**
Packet collisions

Answer: B

Explanation:

QUESTION NO: 91

Joe, a technician, is preparing to replace a laptop screen. This laptop has a touch screen to support Windows 8.1 in order to use the Metro tiles. Which of the following is the FIRST step the technician should perform?

- A.**
Remove the laptop bezel
- B.**
Document and label each cable and screw location
- C.**
Organize the replacement parts
- D.**
Refer to the manufacturer's documentation

Answer: D

Explanation:

QUESTION NO: 92

A user has reported that the company notebook is performing some random mouse actions requiring the user to make a lot of typing corrections. How can the technician solve the issue for the user?

- A.**
Adjust the mouse settings so the mouse moves slower
- B.**
Reverse the buttons on the mouse pad
- C.**
Adjust the mouse settings so the mouse moves faster
- D.**
Use the function keys to disable the mouse pad

Answer: D

Explanation:

QUESTION NO: 93

A network printer is online and ready. The accounting group is unable to print to this network printer, but other departments can. Which of the following would the technician use to resolve the problem?

- A.**
Replace the printer's network cable
- B.**
Modify the security setting of the print spooler
- C.**

Restart the TCP/IP print spooler service

D.

Use the manufacturer's maintenance kit

Answer: B

Explanation:

QUESTION NO: 94

A customer has left a computer monitor on over the weekend and now notices slight discoloration of the screen. This is an example of:

A.

a failing backlight.

B.

burn in.

C.

a bad inverter.

D.

dead pixels.

E.

EMI.

Answer: B

Explanation:

QUESTION NO: 95

A user, Ann, reports that her company laptop cannot pick up a wireless connection in certain areas of a building. However, users working on their laptops in the common areas have Internet

connectivity. Which of the following is the MOST likely cause?

- A.**
Weak RF signals
- B.**
Out of date Ethernet driver
- C.**
Enabled MAC filtering
- D.**
Duplicate IP addresses

Answer: A

Explanation:

QUESTION NO: 96

After receiving a call from an executive, a technician walks into a meeting room to find that the projector is not showing the screen of the executive's laptop. The projector shows a message that reads "No video signal". Which of the following is the FIRST thing that the technician should do?

- A.**
Adjust the laptop's screen brightness
- B.**
Replace the projector's bulb
- C.**
Verify the VGA cable is connected
- D.**
Ensure secondary display is enabled

Answer: C

Explanation:

QUESTION NO: 97

A user states there are multiple small black dots on an LCD screen. Which of the following should be done to resolve the issue?

- A.**
Replace monitor.
- B.**
Replace video card.
- C.**
Replace video cable.
- D.**
Replace power supply.

Answer: A

Explanation:

QUESTION NO: 98

A client's computer is not connecting to a website. Which of the following commands will allow the technician to view the route/number of hops between the host and remote systems?

- A.**
nbtstat
- B.**
tracert
- C.**
nslookup
- D.**
netstat

Answer: B

Explanation:

QUESTION NO: 99

A user is trying to use an external hard drive with an incompatible file system. Which of the following tools will allow the user to change the file system on the hard drive?

- A.**
format
- B.**
defrag
- C.**
bootrec
- D.**
chkdsk

Answer: A

Explanation:

QUESTION NO: 100

A brownout has occurred within a building. A technician is repairing a workstation which has a power light, but is not displaying anything on the screen and is not making any sounds during boot up. Which of the following should be used to further troubleshoot the workstation?

- A.**
Loop back plug
- B.**
POST card
- C.**
Power supply tester

D.
Multimeter

Answer: B
Explanation:

QUESTION NO: 101

A user is reporting that a desktop monitor backlighting is very dim. Which of the following should be performed FIRST when troubleshooting the problem?

- A.**
Update drivers
- B.**
Reseat the video card
- C.**
Use OSD tools
- D.**
Replace the monitor

Answer: C
Explanation:

QUESTION NO: 102

A user reports that the mouse is not working properly. The technician notices on the user's workstation that the mouse cursor spins for several minutes before the technician can use the mouse. Which of the following is the cause of the issue?

- A.**
Failed Operating System

- B.**
Faulty mouse
- C.**
Faulty CPU
- D.**
Not enough memory

Answer: D

Explanation:

QUESTION NO: 103

A technician replaces a failed hard drive with a brand new one. The technician boots from a PE CD and attempts to install a custom OS build deployed from the network. The hard drive is visible in the system's BIOS. However, once in the preinstallation environment, the drive is not recognized in the imaging process and the process fails. Which of the following is MOST likely the cause of failure?

- A.**
The boot CD has failed and needs to be replaced.
- B.**
The hard drive needs to have its configuration manually defined in the BIOS.
- C.**
The PC's power supply is not providing enough power to the new hard drive.
- D.**
The hard drive has not been partitioned correctly.

Answer: D

Explanation:

QUESTION NO: 104

A technician is notified that a laptop is not booting. It is discovered that there are no system lights, sounds, or display when the power button is pressed. Which of the following should the technician attempt FIRST in the troubleshooting process?

- A.**
Connect an external monitor into the laptop to determine if the LCD has failed.
- B.**
Boot the system from either a boot CD or other removable media type.
- C.**
Disconnect the AC and battery power and hold the power button for several seconds.
- D.**
Remove any hard drives or optical drives, RAM, and any wireless cards or USB devices from the laptop.

Answer: C

Explanation:

QUESTION NO: 105

A user attempts to turn on a computer and receives no response. The user calls the technician to report the computer is not booting and a faint smell of something burning. Which of the following tools will BEST help to identify the issue?

- A.**
ESD strap
- B.**
PSU tester
- C.**
Cable tester
- D.**
Loopback plug

Answer: B

Explanation:

QUESTION NO: 106

A user notices the printer that is used for printing global shipper's labels is missing columns in the printed labels. The special label stock is new and appears to be fine. Which of the following should the technician perform FIRST when troubleshooting this problem?

- A.**
Remove any stuck labels from the paper path
- B.**
Clean the pickup rollers and check them for wear
- C.**
Clean the print head with approved materials
- D.**
Replace and realign the print head

Answer: C

Explanation:

QUESTION NO: 107

Ann, a user, reports her docked mobile workstation will periodically lose her network share drive and lose video to the second monitor. Which of the following is MOST likely the cause of this anomaly?

- A.**
The workstation battery needs to be replaced.
- B.**
The NIC is functioning intermittently.
- C.**

Failed driver updates for the workstation's devices.

D.

The surge protector lost AC power.

Answer: D

Explanation:

QUESTION NO: 108

A user reports an inkjet printer is constantly feeding two sheets of paper for every page printed. Which of the following is the MOST likely reason?

A.

Poor paper quality

B.

Incorrect paper size

C.

Defective duplexer

D.

Worn feed rollers

Answer: D

Explanation:

QUESTION NO: 109

A technician is working on a server with high latency on the mapped network drive. Upon entry into the server room, the technician suspects an issue with one of the drives in the array. Which of the following would the technician do to resolve the problem?

A.

Reseat the drive cable in the array.

B.

Replace the RAID controller.

C.

Replace the faulty drive in the array.

D.

Reinstall the RAID drivers.

Answer: C

Explanation:

QUESTION NO: 110

Joe, a user, receives a wireless router from his ISP with a pre-set password and configuration. He can connect to the router fine via Ethernet but cannot see the wireless signal on any of his devices. The LEDs on the router indicate that a wireless signal is broadcasting. Which of the following settings on the router does Joe need to adjust to enable the devices to see the wireless signal?

A.

DHCP

B.

IPv6

C.

DMZ

D.

SSID

Answer: D

Explanation:

QUESTION NO: 111

A technician is tasked with upgrading the hard drives of a high-end workstation to SSD. The drives must be configured in a RAID array, but the RAID card does not support SSD. Which of the following would the technician verify in order to use the new drives?

- A.**
Controller firmware
- B.**
Power requirements
- C.**
File system type
- D.**
System BIOS

Answer: A

Explanation:

Topic 5, Mix Questions

QUESTION NO: 112

A customer states that when booting up the workstation, there is a message that says "no operating system detected"; then, it continues to boot into the operating system. The customer is preparing to modify files on a USB drive. Which of the following should a technician perform to resolve the problem?

- A.**
Reinstall the operating system to reinstall the hardware drivers.
- B.**
Modify the boot.ini within the operating system.
- C.**
Modify the boot sequence within the UEFI.
- D.**

Disable the TPM chip to turn off data encryption.

Answer: C

Explanation:

QUESTION NO: 113

A customer signed up for the mobile pay service to use with their first generation smartphone but it does not work at any place that supports the mobile pay service. Which of the following is missing from the customer's smartphone?

- A.**
RFID
- B.**
IMSI
- C.**
NFC chip
- D.**
Bluetooth

Answer: C

Explanation:

QUESTION NO: 114

A user wants to store a personal video to view at a later time. Which of the following types of media is the LEAST expensive with a maximum capacity of 750MB?

- A.**
USB drive
- B.**

DVD-R

C.

Blu-Ray

D.

CD-R

Answer: D

Explanation:

QUESTION NO: 115

A technician is building a workstation that will only be used to connect remotely to a server. Which of the following types of PC configurations is BEST suited for this task?

A.

Thin client

B.

Home server PC

C.

CAD workstation

D.

AV workstation

Answer: A

Explanation:

QUESTION NO: 116

A user is watching streaming video on a home network, but experiences buffering and delays when there are too many people on the network. Which of the following is MOST likely to resolve

the issue?

- A.**
Disable SSID broadcast
- B.**
Setup UPnP
- C.**
Enable QoS
- D.**
Configure DMZ

Answer: C

Explanation:

QUESTION NO: 117

A small office would like to offer Internet access to customers while onsite. However, customers should not be able to access any corporate data. Which of the following networking features would BEST enable this?

- A.**
Configure a guest wireless network
- B.**
Implement a DMZ
- C.**
Disable NAT on the wireless network
- D.**
Disable the SSID
- E.**
Assign static IPs for all devices

Answer: A

Explanation:

QUESTION NO: 118

Which of the following types of media connectors carries digital video as well as audio?

- A.**
DVI-D
- B.**
DVI-A
- C.**
HDMI
- D.**
VGA

Answer: C

Explanation:

QUESTION NO: 119

Which of the following is a type of fiber connector?

- A.**
RJ-11
- B.**
F-connector
- C.**
BNC
- D.**
ST

Answer: D

Explanation:

QUESTION NO: 120

Which of the following ports is used when accessing a website with SSL encryption?

- A.**
22
- B.**
80
- C.**
110
- D.**
443

Answer: D

Explanation:

QUESTION NO: 121

Which of the following monitor technologies provide the widest viewing angle with rich colors and consistent backlighting? (Select TWO).

- A.**
Light Emitting Diode
- B.**
In-Plane Switching
- C.**
Plasma
- D.**
Twisted Nematic
- E.**
Cold Cathode Fluorescent Lamp

Answer: A,B

Explanation:

QUESTION NO: 122

A user wants to enable hands-free for a smartphone in a car. Which of the following needs to be performed?

- A.**
Enable WiFi
- B.**
Driver installation
- C.**
Device pairing
- D.**
Enable NFC

Answer: C

Explanation:

QUESTION NO: 123

A client, Joe, has reported issues with the back cover of his company-issued smartphone. Joe stated that it seems to either come off on its own, or will not seat properly on the phone. Which of the following is MOST likely the problem?

- A.**
The MicroSD card is not installed properly.
- B.**
The battery needs to be replaced.

C.

The charging port is bent.

D.

The smartphone has a non-OEM cover.

Answer: B

Explanation:

QUESTION NO: 124

A customer wants to copy a database that is 97GB in size for multiple uses. Which of the following format specifications should the customer use?

A.

BD – RE DL

B.

BDXL

C.

BD – RE

D.

BD-R

Answer: A

Explanation:

QUESTION NO: 125

A technician is installing a wireless router to be used as an access point. The company firewall will assign IP addresses to devices on the wireless network. Which of the following settings does the technician need to disable on the wireless router to accomplish this?

- A.**
NAT
- B.**
DMZ
- C.**
PAT
- D.**
DHCP

Answer: D

Explanation:

QUESTION NO: 126

Two drives in a RAID 5 have failed. Which of the following will the technician need to implement?

- A.**
Replace the failed drives and restore the data from backup to the RAID.
- B.**
Replace one of the failed drives and run the RAID repair.
- C.**
Replace the failed drives and format the RAID using the quick option.
- D.**
Replace one of the failed drives and repair the RAID using system utilities.

Answer: A

Explanation:

QUESTION NO: 127

A user is unable to show an Android smartphone display on a TV. Which of the following settings should the technician check to resolve this issue?

- A.**
Multi-window
- B.**
Air view
- C.**
Air browse
- D.**
Screen mirroring

Answer: D

Explanation:

QUESTION NO: 128

A network technician connects a tone generator to an RJ-45 drop. Which of the following is the MOST likely reason for doing this?

- A.**
To validate proper wiring of the network jack
- B.**
To confirm continuity of the conductors
- C.**
To locate the position of the cable on a patch panel
- D.**
To test the transmission quality of the connection

Answer: C

Explanation:

QUESTION NO: 129

A SOHO is considering a purchase of several printers that will facilitate printing on both sides of the media. Which of the following optional add-ons will provide this functionality?

- A.**
Collate
- B.**
Duplex
- C.**
Fast draft
- D.**
Paper type

Answer: B

Explanation:

QUESTION NO: 130

A group of users need to connect directly to a printer with continuous access. Which of the following connection types will achieve this?

- A.**
Serial
- B.**
Ethernet
- C.**
USB
- D.**
eSATA

Answer: B

Explanation:

QUESTION NO: 131

A PC has been randomly rebooting several times a day. The technician checks the case for overheating and finds the fans appear to be operating normally. Which of the following should the technician check NEXT?

A.

The motherboard for any sign of swollen capacitors

B.

The disk drive to determine if it is defragmented and operating properly

C.

The embedded NIC to ensure it has the latest firmware and drivers

D.

The RAM to confirm it is the correct type for the motherboard being used

Answer: A

Explanation:

QUESTION NO: 132

A user is reporting toner smudging on paper after printing. Which of the following should the technician inspect?

A.

Print spooler

B.

Fuser

C.

Rollers

D.
Maintenance kit

Answer: B

Explanation:

QUESTION NO: 133

A new employee has reported that print jobs are printing as garbled text. Which of the following is MOST likely the reason for this issue?

- A.**
The printer needs a maintenance kit installed
- B.**
The network cable on the printer is unplugged
- C.**
The workstation has the incorrect drivers installed
- D.**
The employee does not have the proper permissions

Answer: C

Explanation:

QUESTION NO: 134

A customer is reporting that after removing a laptop from the docking station and bringing it home, the cursor occasionally jumps around the screen while the customer is typing. Which of the following should the technician do to mitigate this issue?

- A.**
Disable the touch pad on the laptop

- B.**
Install new keyboard drivers for the laptop
- C.**
Install new drivers for the docking station
- D.**
Disable the keyboard on the laptop

Answer: A

Explanation:

QUESTION NO: 135

Ann, a user, wants to host a gaming server on her SOHO network. Which of the following features on the SOHO router would need to be configured?

- A.**
Channels
- B.**
DHCP
- C.**
Port forwarding
- D.**
Firmware

Answer: C

Explanation:

QUESTION NO: 136

Ann, a user, boots her laptop and notices the screen flashes then turns black. It was working

during her presentation yesterday. Which of the following troubleshooting steps should be completed?

- A.**
Use a multimeter to test voltage.
- B.**
Replace the laptop with a new one.
- C.**
Replace the battery.
- D.**
Connect an external display device.

Answer: D

Explanation:

QUESTION NO: 137

A customer wants to connect a laptop to a mobile device's Internet for use in situations where there is no Internet connectivity. Which of the following technologies would the technician recommend to the customer?

- A.**
IR
- B.**
NFC
- C.**
Hotspot
- D.**
Lightning

Answer: C

Explanation:

QUESTION NO: 138

A technician is asked to install Microsoft office directly on a customer's computing device. The technician notifies the customer that office cannot be installed directly on that device. Which of the following device types does the customer have?

- A.**
Mac
- B.**
Thick client
- C.**
Thin client
- D.**
Phablet

Answer: C

Explanation:

QUESTION NO: 139

Which of the following wireless technologies is LEAST likely to be intercepted by a third party?

- A.**
NFC
- B.**
Bluetooth
- C.**
WiFi
- D.**
Cellular

Answer: A

Explanation:

QUESTION NO: 140

A user works in a public kiosk where their laptop is susceptible to theft. The information can be remotely wiped so data loss is not a concern. Which of the following options should be considered to secure the laptop?

- A.**
Use data encryption.
- B.**
Use a cable lock.
- C.**
Use multifactor authentication.
- D.**
Use a strong password.

Answer: B

Explanation:

QUESTION NO: 141

A user is noticing fine black particles on printouts and in the printer itself. Which of the following tools is recommended to fix this issue?

- A.**
Denatured alcohol
- B.**
Toner vacuum
- C.**
Compressed air

D.
Moist towel

Answer: B
Explanation:

QUESTION NO: 142

A technician finds an external hard drive with the markings "IEEE 1394" on it. Which of the following cable types would be needed to view the contents of this drive?

- A.**
Ethernet
- B.**
eSATA
- C.**
FireWire
- D.**
MicroUSB

Answer: C
Explanation:

QUESTION NO: 143

A user creates a file in presentation software to be shown on a widescreen display. The user would like to adjust the aspect ratio of the slides in the presentation software so they display without extra black areas on the top, bottom, left, or right of the slides. Which of the following aspect ratios would BEST meet this requirement?

- A.**

4:3

B.

5:4

C.

16:9

D.

256:135

Answer: C

Explanation:

QUESTION NO: 144

The technician is troubleshooting a connection issue between the switch and the wall jack. The user is plugged into the jack; however, there is no connection. The technician goes into the switch room to see if the cable is plugged into the switch, but none of the cables are labeled. Which of the following tools would the technician MOST likely use to find this cable?

A.

Wi-Fi analyzer

B.

Loopback plug

C.

Multimeter

D.

Tone generator

Answer: D

Explanation:

QUESTION NO: 145

A technician is required to connect a new cable to an open port on the patch panel. Which of the following would the technician MOST likely use in this situation?

- A.**
Loopback tool
- B.**
Multimeter
- C.**
Punchdown tool
- D.**
Toner probe

Answer: C

Explanation:

QUESTION NO: 146

Which of the following would typically require the use of a punchdown tool to connect a cable to the network switch?

- A.**
Router
- B.**
Repeater
- C.**
Patch panel
- D.**
PoE injector

Answer: C

Explanation:

QUESTION NO: 147

A technician is notified of an inkjet printer not printing properly. The user's computer has the printer software loaded and is not displaying any errors. A test print was performed, with one of the colors not printing properly. Which of the following would the technician typically perform FIRST to resolve the issue?

- A.**
Replace cartridges
- B.**
Run a cleaning page
- C.**
Clean heads
- D.**
Clean fuser assembly

Answer: C

Explanation:

QUESTION NO: 148

A technician is tasked with setting up a workstation in a new location. The technician realizes there is no network connectivity and the workstation's NIC does not have a link light. Given the connection in the wall is correctly labeled, which of the following would be BEST for the technician to use NEXT?

- A.**
A multimeter
- B.**
A tone generator
- C.**
A cable tester
- D.**

A punchdown tool

Answer: C

Explanation:

QUESTION NO: 149

A technician is responsible for setting up laptops in a room for a small conference. The laptops need to communicate with each other as well as a workstation in the room. The workstation has a wireless expansion card. A switch is not available for the laptops and they cannot access the corporate network. Which of the following does the technician need to implement?

A.

Adhoc network

B.

Bluetooth network

C.

Serial network

D.

USB network

Answer: A

Explanation:

QUESTION NO: 150

A technician is planning on running multimode fiber and only needs the fiber runs to be 500 feet (152 meters) in distance. Which of the following connectors should the technician use?

A.

BNC

B.
LC

C.
ST

D.
F

Answer: C

Explanation:

QUESTION NO: 151

A user wants pages 1-5 separated from 6-8 when they are retrieved from the printer. Which of the following settings would the user change in the print job to ensure the pages are separated?

A.
Duplex

B.
Collate

C.
Orientation

D.
Quality

Answer: B

Explanation:

QUESTION NO: 152

A video projector shows the image from a laptop, but everything is colored blue. Which of the

following is the MOST likely the cause?

- A.**
Dead pixels
- B.**
Video resolution
- C.**
Failing lamp
- D.**
VGA connection

Answer: D

Explanation:

QUESTION NO: 153

A new company is thinking of upgrading its media workstation in the conference room. The computer will be predominantly used for graphically intensive presentations, slideshows, and video gaming tournaments. Which of the following BEST satisfies the needs of the company?

- A.**
High-end video, high-end audio, multicore processor
- B.**
Minimum RAM required, network connectivity, high-end cooling
- C.**
Media streaming, file sharing, gigabit NIC, dual monitors, TV tuner
- D.**
Network connectivity, TV tuner, surround sound audio, dual monitors

Answer: A

Explanation:

QUESTION NO: 154

Which of the following would likely be the MOST cost-effective media to use for storing 8GB of data?

- A.**
DVD RW
- B.**
CD-ROM
- C.**
Tape backup
- D.**
DVD+R DL

Answer: D

Explanation:

QUESTION NO: 155

Which of the following is an advantage of using static IP addresses for a business?

- A.**
High availability
- B.**
Simplifies IP management
- C.**
Lower security risk
- D.**
Scalability for upgrades

Answer: A

Explanation:

QUESTION NO: 156

Which of the following is an advantage of UDP over TCP?

- A.**
It is connection based.
- B.**
It uses flow control.
- C.**
It transfers packets faster.
- D.**
It uses connection handshakes.

Answer: C

Explanation:

QUESTION NO: 157

A technician has just installed a wireless access point in a customer's home office. While testing the network and browsing the Internet, the technician finds that the connection is not stable, speeds are slow, and websites sometimes do not load. Which of the following should the technician do FIRST?

- A.**
Re-enable the broadcasting of the access point's SSID so it is visible to mobile devices.
- B.**
Use a WiFi analyzer to ensure neighboring networks are not using the same channel.
- C.**
Reconfigure network devices to use static IPs instead of DHCP-assigned addresses.
- D.**
Change the signal encryption from WPA2 to WEP to ease transmission overhead.

Answer: B

Explanation:

QUESTION NO: 158

Which of the following features is an advantage of a switch over a hub?

A.

A switch routes packets instead of frames to different networks.

B.

A switch divides bandwidth among connected devices.

C.

A switch broadcasts the data frames to every connected device.

D.

A switch sends data frames to the correct connected device.

Answer: D

Explanation:

QUESTION NO: 159

Which of the following is used to facilitate communications with a user's smartphone in order to make purchases and payments by proximity?

A.

Bluetooth

B.

IR

C.

NFC

D.

WPS

Answer: C

Explanation:

QUESTION NO: 160

A technician needs to boot a PC from a USB drive. Which of the following settings should be disabled to accomplish this task?

A.

Fast Boot

B.

UEFI Admin Password

C.

Secure Boot

D.

Legacy Boot

Answer: C

Explanation:

QUESTION NO: 161

Which of the following connectors can be used for video, audio, and storage devices?

A.

DVI

B.

DisplayPort

C.
HDMI

D.
Thunderbolt

Answer: D

Explanation:

QUESTION NO: 162

A company wants to conserve paper without limiting the ability to print. Which of the following settings needs to be configured?

A.
Orientation

B.
Duplex

C.
Collate

D.
Quality

Answer: B

Explanation:

QUESTION NO: 163

Which of the following network devices filters traffic of many different protocols based on a predetermined set of rules established by a system administrator?

A.

Proxy

B.

Switch

C.

Firewall

D.

Router

Answer: C

Explanation:

QUESTION NO: 164

An IT manager needs to install a large display in a front office area with a lot of natural light. Which of the following display technologies will BEST satisfy the requirements of the design plan?

A.

CRT

B.

CCFL LCD

C.

IPS LCD

D.

LED LCD

Answer: D

Explanation:

QUESTION NO: 165

An employee wants to work more efficiently from home. The IT manager suggests the employee consider purchasing a device that will allow use of monitor and input devices with the work laptop. Which of the following devices is MOST suitable for this purpose?

- A.**
Docking station
- B.**
Set-top box
- C.**
KVM switch
- D.**
USB hub

Answer: A

Explanation:

QUESTION NO: 166

A technician is installing a network-enabled security system that features IP-based cameras. To access the system remotely, which of the following capabilities is MOST likely to require configuration?

- A.**
VPN passthrough
- B.**
QoS
- C.**
Static IPs
- D.**
Port forwarding

Answer: D

Explanation:

QUESTION NO: 167

Which of the following devices is primarily intended to provide 24/7 diagnostic and biometric data regarding the user?

- A.**
Fitness monitor
- B.**
e-Reader
- C.**
Smartwatch
- D.**
Smartphone

Answer: A

Explanation:

QUESTION NO: 168

A user has received an error message when connecting to the wireless network. The error indicates the IP address being used by the user's system is already in use. A DHCP server is used on the network. After having the user disconnect from the wireless network, the technician is still able to ping the user's IP address. Which of the following is MOST likely the cause?

- A.**
The user has a statically assigned IP address in the DHCP server scope.
- B.**
The system's local firewall is blocking SYN/ACK traffic from the DHCP server.
- C.**
The DHCP server's scope has been exhausted and no additional IP addresses are available.
- D.**
The user is also connected to the wired network with a LAN cable.

Answer: A

Explanation:

QUESTION NO: 169

After migrating a network-based print queue to a new server, users are reporting that documents are not printing correctly and print jobs will error out or print garbled text. Which of the following actions will BEST resolve this issue for the affected users?

A.

Install the correct drivers on the server.

B.

Delete and reconnect to the print queue on the client machine.

C.

Restart the print queues on the print server.

D.

Reinstall the printer drivers on the client desktops.

Answer: A

Explanation:

QUESTION NO: 170

The Chief Executive Officer (CEO) of a company has requested outside access to a server within the company network so that sensitive documents can be worked on from home. Which of the following is the MOST appropriate tool to give the CEO the requested access?

A.

VNC

B.

Port forwarding

C.
Port triggering

D.
VPN

Answer: D

Explanation:

QUESTION NO: 171

A user reports the cursor jumps around when typing in documents on a new laptop. Which of the following is MOST likely causing the issue?

A.
Touchpad settings

B.
Screen calibration

C.
Incompatible software

D.
Unsigned hardware

Answer: A

Explanation:

QUESTION NO: 172

A technician needs to set up a VPN for a small office. To ensure the network traffic is routed to the correct machine, which of the following MUST the technician do on the router to accommodate this?

- A.**
Port forwarding
- B.**
Port redundancy
- C.**
Port triggering
- D.**
Port selection

Answer: A

Explanation:

QUESTION NO: 173

Users have started calling the helpdesk reporting they cannot access resources on the network or the Internet. A technician has verified all hardware connections are operational. Which of the following settings should the technician check NEXT on the router?

- A.**
SNMP
- B.**
NNTP
- C.**
DHCP
- D.**
WLAN

Answer: C

Explanation:

QUESTION NO: 174

A server has been configured behind a firewall and a website has been deployed, but customers are unable to access the website. Which of the following should the technician do to ensure the customers can access the site?

- A.**
Place server in DMZ.
- B.**
Change DHCP settings.
- C.**
Enable port forwarding.
- D.**
Adjust QoS settings.

Answer: C

Explanation:

QUESTION NO: 175

A technician has just installed a new SOHO router. There are four people sharing the Internet connection, and whenever one specific user comes online and begins streaming media, browsing slows down for the other users. Which of the following settings can the technician adjust so the experience is universal for all users?

- A.**
DSL
- B.**
QoS
- C.**
VNC
- D.**
WAN

Answer: B

Explanation:

QUESTION NO: 176

A finance officer has submitted a request for a new wireless access point. The technician has set up the physical equipment and powered it on, but the router will not recognize it. Which of the following should the technician do to correct the problem?

- A.**
Install firmware updates
- B.**
Run Windows updates
- C.**
Perform RPM updates
- D.**
Use apt-get for updates

Answer: A

Explanation:

QUESTION NO: 177

A customer needs a router that will be able to handle all incoming and outgoing networking traffic independent of the rest of the building. The customer would like the PCs to immediately connect to the Internet and network resources without any additional configuration. Which of the following should the technician do to meet the requirements?

- A.**
Configure the router for DHCP.
- B.**
Configure the router for NAT.

C.

Configure the router for port forwarding.

D.

Configure the router for QoS.

Answer: A

Explanation:

QUESTION NO: 178

A user is attempting to print a color document but it will not print in color. Which of the following should the technician do FIRST to fix the problem?

A.

Reset printer IP address.

B.

Change color toner cartridge.

C.

Check grayscale setting.

D.

Reinstall printer driver.

Answer: C

Explanation:

QUESTION NO: 179

Which of the following expansion ports would be used to enable transfer of power, data, and video to peripheral devices on an Apple computer?

A.

HDMI Video

B.

Lightning

C.

USB 2.0

D.

Thunderbolt

Answer: D

Explanation:

QUESTION NO: 180

Which of the following are the BEST features to include in a Home Theater PC? (Select TWO).

A.

Liquid Cooling

B.

VGA Output

C.

Dual Monitors

D.

Digital Audio

E.

HDMI Output

F.

NFC Capability

Answer: D,E

Explanation:

QUESTION NO: 181

A user reports the inability to access a company server using the FTP protocol. A technician finds other ports to the server seem to work normally. The technician has determined the problem is an incorrectly configured software firewall on the user's machine. Which of the following is MOST likely the cause?

- A.**
Incoming connections on port 445 are blocked.
- B.**
Outgoing connections on port 443 are blocked.
- C.**
Incoming connections on port 143 are blocked.
- D.**
Outgoing connections on port 80 are blocked.
- E.**
Outgoing connections on port 21 are blocked.

Answer: E

Explanation:

QUESTION NO: 182

A user is reporting that a desktop computer with a RAID 1 array is running slowly. Upon performing a reboot, the technician sees S.M.A.R.T. errors during boot up. Which of the following tools would the technician use FIRST to troubleshoot the errors?

- A.**
diskpart
- B.**
chkdsk
- C.**
format

D.
clean

Answer: B
Explanation:

QUESTION NO: 183

A technician is setting up a printer in a training room. The trainer needs to be able to print multiple copies of the training documentation for the classes. Which of the following should the technician configure on the printer to facilitate this?

- A.**
Scanning
- B.**
Collating
- C.**
Faxing
- D.**
Duplexing

Answer: B
Explanation:

QUESTION NO: 184

A technician has been tasked with setting up email on a user's phone. The user also wants the email to remain on the server. Which of the following ports would be BEST for setting up the phone?

- A.**

80

B.

110

C.

143

D.

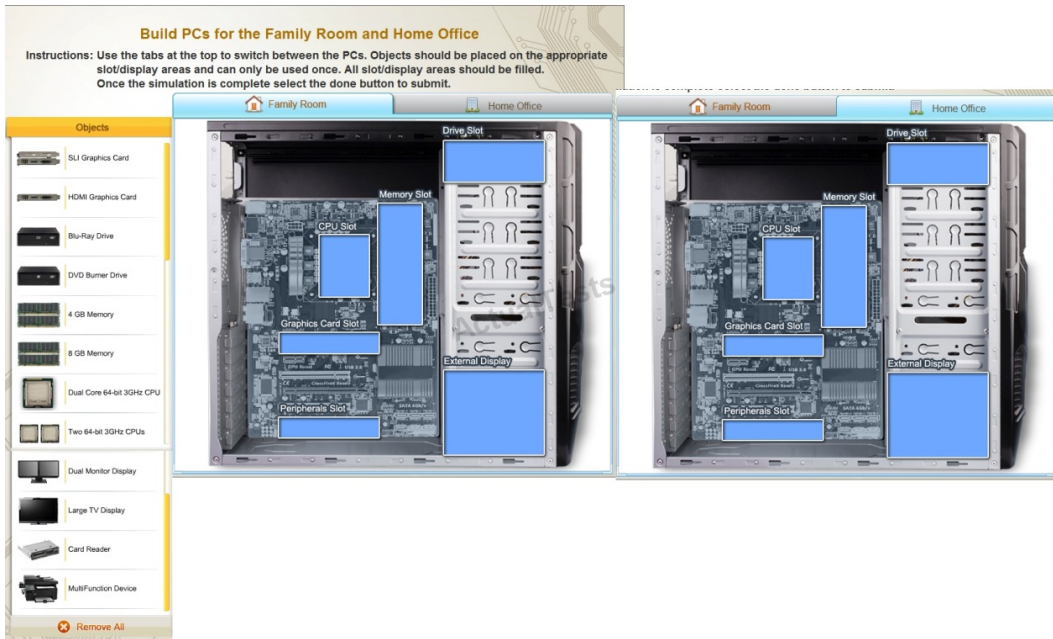
443

Answer: C**Explanation:****QUESTION NO: 185 DRAG DROP**

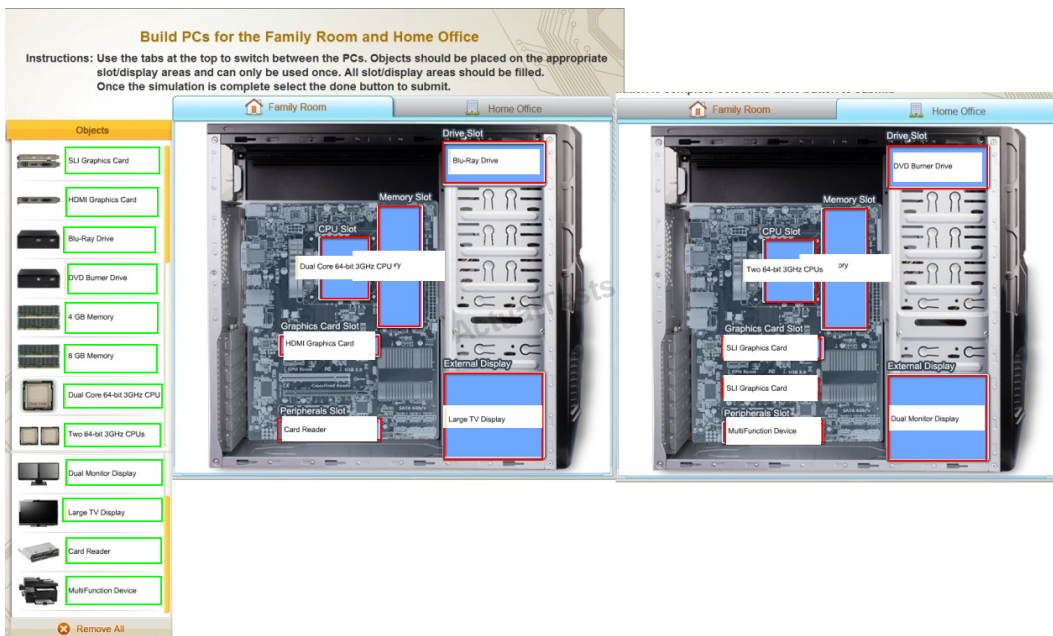
A customer has requested two custom PCs, one for his family room and one for his home office. The family room PC will be used by all the family members and should be able to play high definition movies and show family pictures. The office PC is used for the customer's architectural design business and should be able to handle the intensive design work and multitasking the customer performs. The office PC must be configured with more power efficient computing than the family room PC.

Instructions: Use the tabs at the top to switch between the PCs. Objects should be placed on the appropriate slot/display areas and can only be used once. All slot/display areas should be filled. Once the simulation is complete select the done button to submit.

Build PCs for the Family Room and Home Office

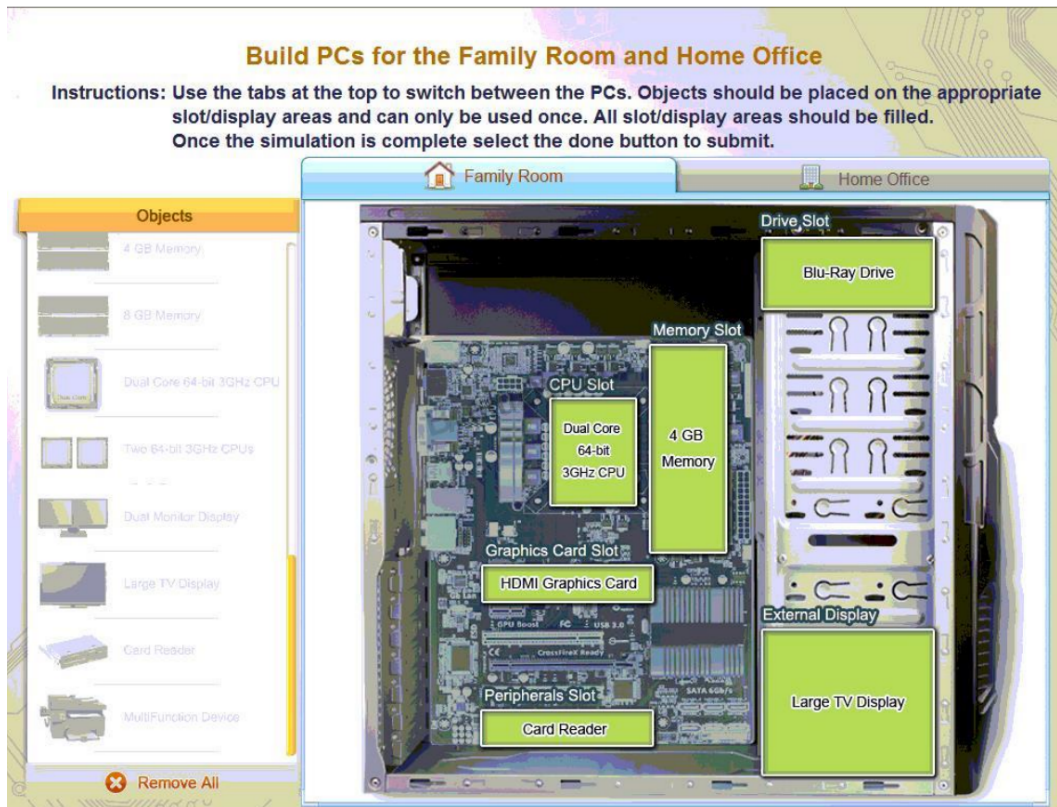


Answer:

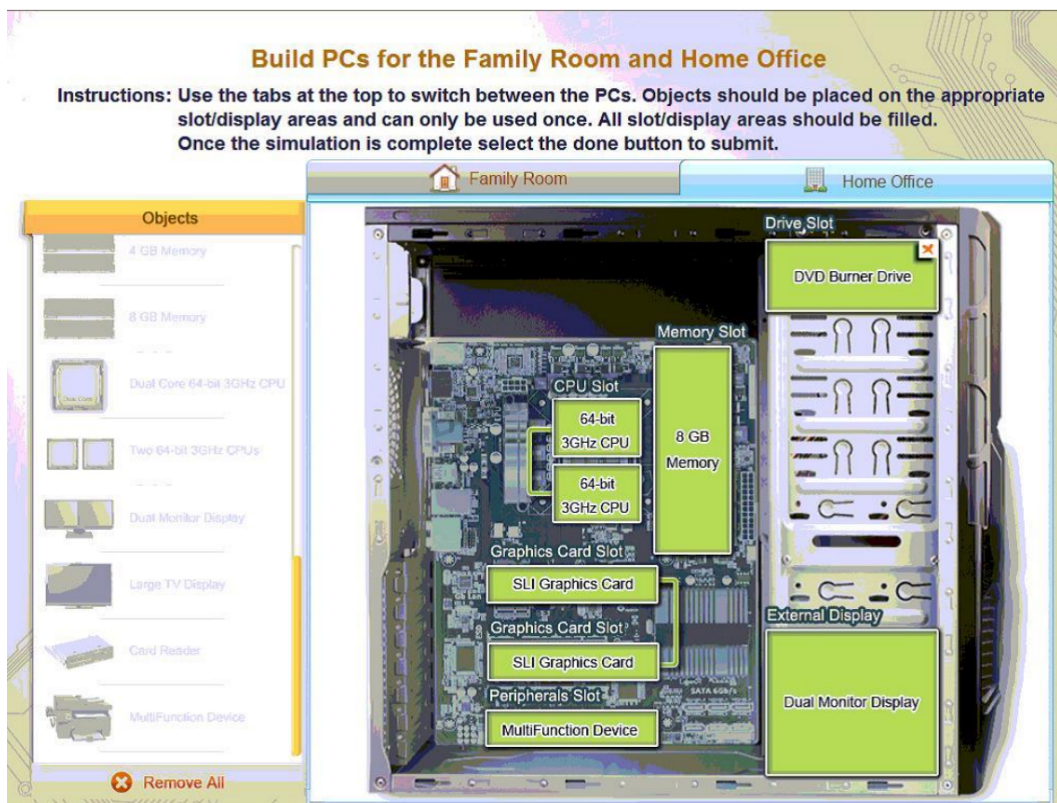


Explanation:

Family Room Answer:



Home Office

**QUESTION NO: 186 DRAG DROP**

You would like to build a PC for storage redundancy. Select the appropriate IDE drives and build the PC for MAXIMUM performance, while using the MINIMUM amount of drives.

Instructions: Drives can be reused, but bays are only used once. Select the done button to submit your response.

Build a PC for Storage Redundancy

Instructions: Draw lines between the drives and bays by clicking on them.
Drives can be reused, but bays are only used once.



Bay 1
Bay 2
Bay 3

Hard Drives

- Hard Drive 1 - 15,000 RPM
- Hard Drive 2 - 10,000 RPM
- Hard Drive 3 - 7,200 RPM
- Hard Drive 4 - 5,400 RPM

Remove All

Answer:

Build a PC for Storage Redundancy

Instructions: Draw lines between the drives and bays by clicking on them.
Drives can be reused, but bays are only used once.



Hard Drive 3 - 7,200 RPM

Hard Drives

- Hard Drive 1 - 15,000 RPM
- Hard Drive 2 - 10,000 RPM
- Hard Drive 3 - 7,200 RPM
- Hard Drive 4 - 5,400 RPM

Remove All

Explanation:

**QUESTION NO: 187**

There are 20 laptops in a room and they all need to connect wirelessly to the network. Which of the following would be the BEST device to use?

- A.
Switch
- B.
Router
- C.
Access point
- D.
Hub

Answer: C

Explanation:

QUESTION NO: 188

A user's iPhone will not power on. Which of the following should the technician do FIRST to isolate the problem?

- A.**
Plug the phone into a known good charger
- B.**
Remove and reseal the battery
- C.**
Replace the screen glass assembly
- D.**
Replace the battery and charge the phone.

Answer: A

Explanation:

QUESTION NO: 189 DRAG DROP

Drag and drop the following speeds to the appropriate wireless standard. Tokens may be used more than once.

Wireless Standard	MAX Speed	
		11Mbps
802.11a		45Mbps
		54Mbps
802.11b		110Mbps
		180Mbps
802.11g		600Mbps
		1200Mbps
802.11n		

Answer:

Wireless Standard	MAX Speed	
		11Mbps
802.11a	54Mbps	45Mbps
		54Mbps
802.11b	11Mbps	110Mbps
		180Mbps
802.11g	54Mbps	600Mbps
		1200Mbps
802.11n	600Mbps	

Explanation:

Wireless Standard	MAX Speed	
		11Mbps
802.11a	54Mbps	45Mbps
802.11b	11Mbps	54Mbps
802.11g	54Mbps	110Mbps
802.11n	600Mbps	180Mbps
		600Mbps
		1200Mbps

QUESTION NO: 190 CORRECT TEXT

Ann, a local librarian, has had a previously used wireless access point donated to her. She has instructed you to configure this new wireless access point for her public library. Ann plans to allow anyone to connect to the access point without having to ask her configuration information. Additionally, Ann knows that her neighbors have wireless networks and wants to ensure that her network does not interfere with the other networks. Ann has provided you with the following information.

Wireless Name: Library

New Router Password: Secure\$1

Instructions: Select the Public Library in the diagram to configure the wireless network. Once the wireless network tabs are configured, select the save button. When you have completed simulation, please select the Done button to submit.



Wireless Configuration

Wireless Setup Network Filter Administrator Tools

WIRELESS NETWORK SETTINGS:

Enable Wireless: ☒

Wireless Network Name: (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast: ☒

802.11g Only Mode: ☐

WIRELESS SECURITY MODE:

Security Mode:

WEP:

Default WEP Key:


WEP Key 1:

WEP Key 2:


WEP Key 3:

WEP Key 4:

Save Settings



Wireless Configuration



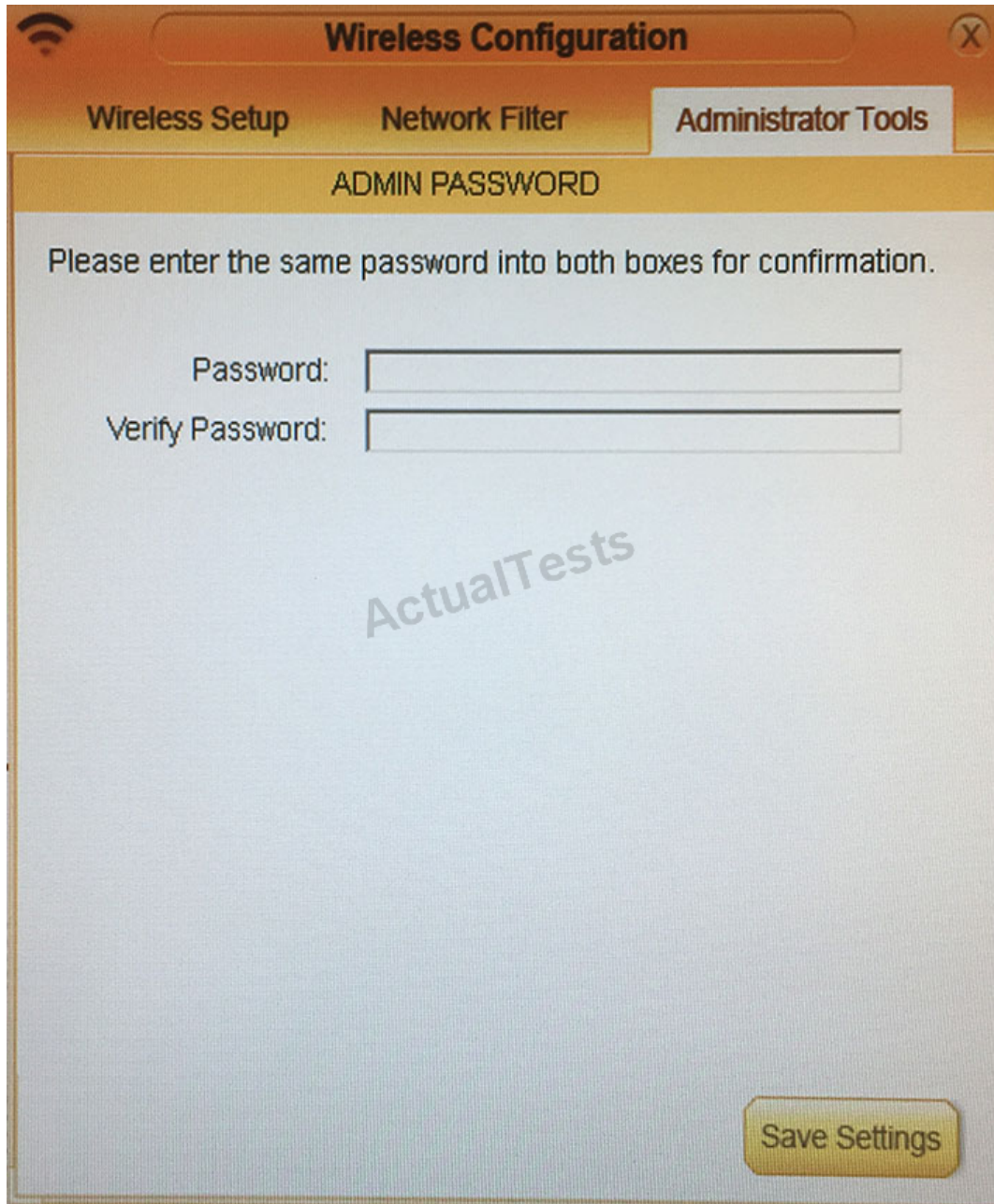
Wireless Setup | **Network Filter** | Administrator Tools

☒ Turn MAC Filtering ON

Allow the following MAC Addresses ▾

	MAC Address
<input checked="" type="checkbox"/>	00:0A:BF:03:C4:54
<input checked="" type="checkbox"/>	09:2C:D0:22:3F:11
<input type="checkbox"/>	
<input type="checkbox"/>	

Save Settings



The image shows a web-based configuration interface titled "Wireless Configuration". It has three tabs: "Wireless Setup", "Network Filter", and "Administrator Tools", with the last one being active. Below the tabs is a section titled "ADMIN PASSWORD". It contains the instruction "Please enter the same password into both boxes for confirmation." followed by two input fields labeled "Password:" and "Verify Password:". A large, light gray watermark "ActualTests" is diagonally across the center. A "Save Settings" button is in the bottom right corner.

Wireless Configuration

Wireless Setup Network Filter Administrator Tools

ADMIN PASSWORD

Please enter the same password into both boxes for confirmation.

Password:

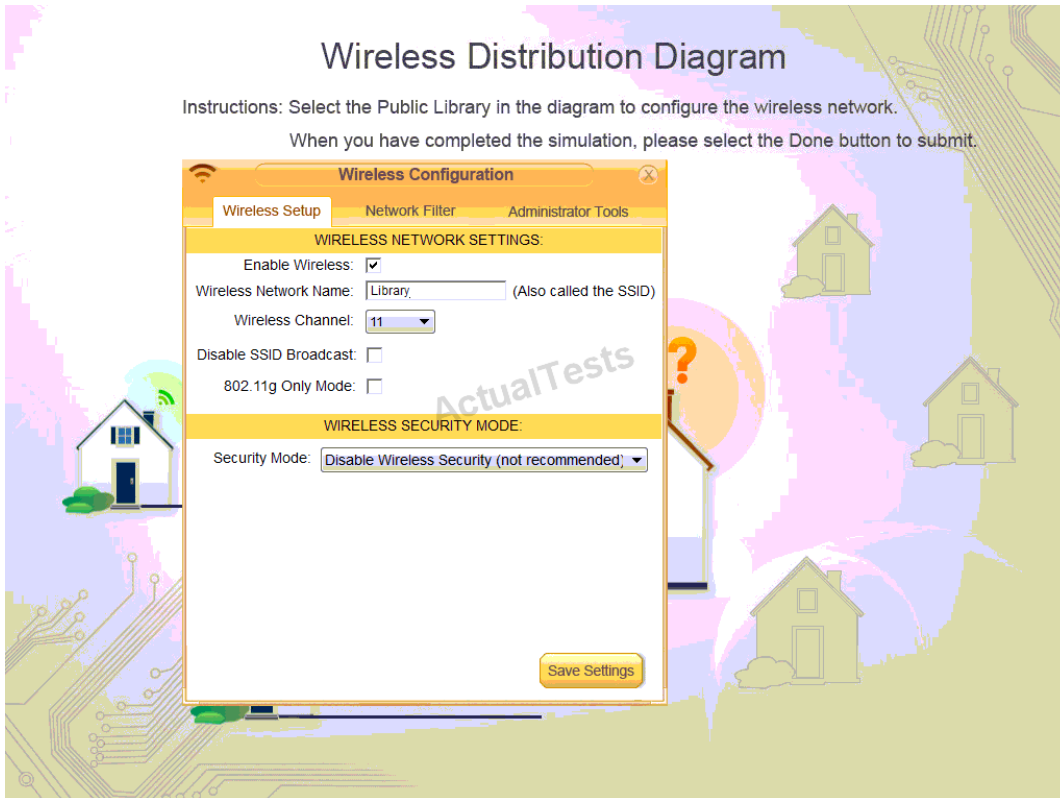
Verify Password:

ActualTests

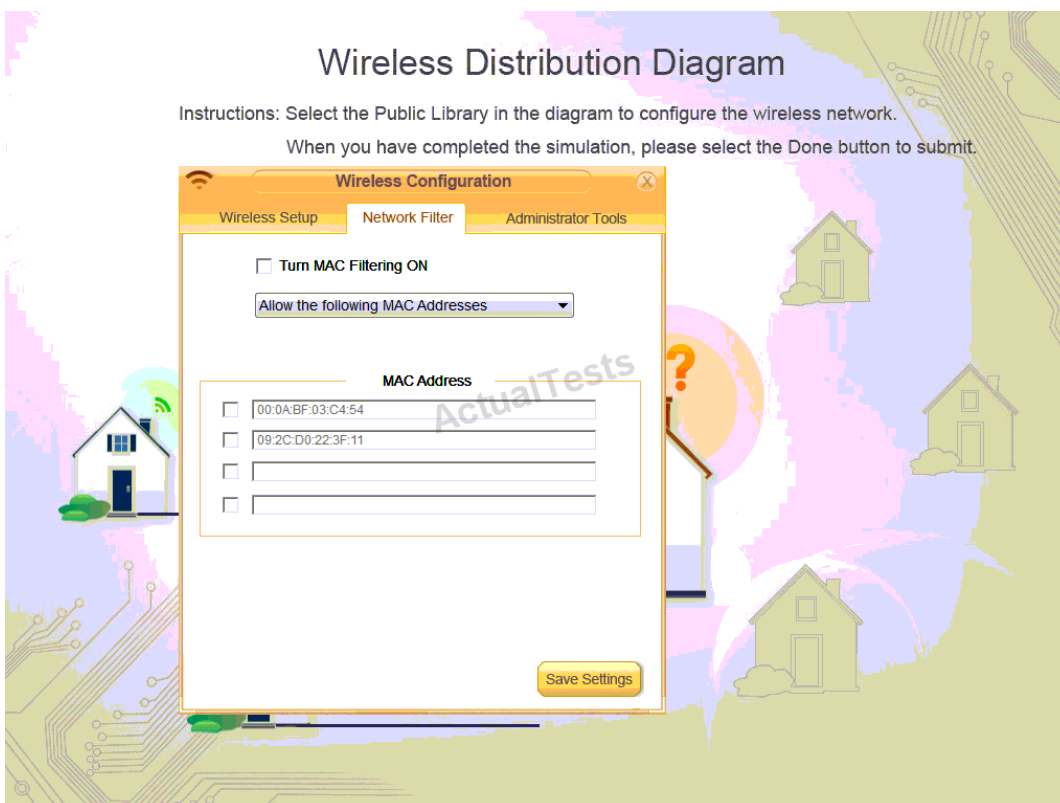
Save Settings

Answer:

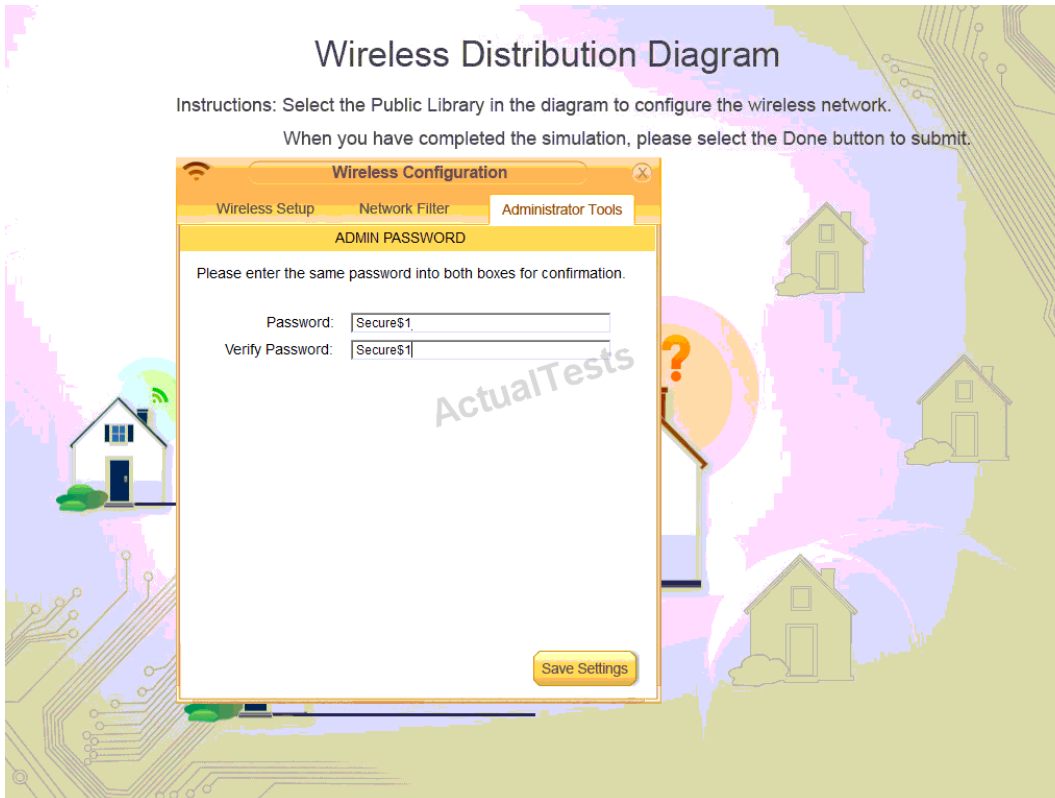
Make the changes as shown below:



Turn off MAC filtering:



Change the router password:



QUESTION NO: 191

A technician is troubleshooting an expansion card in a computer that allows the computer to receive faxes over a VoIP line. The telephone line connected to the expansion card is MOST likely which of the following cable types?

- A.
Coaxial
- B.
CAT3
- C.
CAT6
- D.
Multi-mode fiber
- E.
Single-mode fiber

Answer: C

Explanation:

QUESTION NO: 192

A technician works for a company that has virtual servers and virtual desktops. The company hires a user who only needs to access the virtual desktops. Which of the following is the MOST cost-effective workstation to purchase?

- A.**
Thin client
- B.**
Gaming PC
- C.**
CAD PC
- D.**
Thick client

Answer: A

Explanation:

QUESTION NO: 193

Which of the following components of a motherboard is responsible for communications between CPU and RAM?

- A.**
North Bridge
- B.**
South Bridge
- C.**
PCIe slot
- D.**
CMOS battery

Answer: A

Explanation:

QUESTION NO: 194

A computer technician wants to boot up a computer using a USB flash drive. After inserting the USB drive and powering on the computer, it does not boot to the flash drive and instead boots to the OS on the hard drive. Which of the following is MOST likely the cause?

- A.**
The boot order in the BIOS is incorrect
- B.**
The hard drive is not formatted
- C.**
There is a disc in the optical drive
- D.**
There is insufficient memory

Answer: A

Explanation:

QUESTION NO: 195

A user, Joe, is watching a training education video and notices dark pin-sized dots in the same location on his laptop LCD screen. Which of the following is the cause of this issue?

- A.**
Distorted image
- B.**
Dead pixels
- C.**
Pixelation

D.
Incorrect color palette

Answer: B
Explanation:

QUESTION NO: 196

A user wants to connect a laptop to the office LAN, charge the battery, and have a dual screen setup. Which of the following would BEST solve this user's requirements?

- A.**
Digitizer
- B.**
Thunderbolt
- C.**
Docking station
- D.**
Desktop mode

Answer: C
Explanation:

QUESTION NO: 197

A customer asks a technician to upgrade a desktop computer to support the DVI-D interface. Which of the following PC expansion cards would the technician upgrade?

- A.**
FireWire card
- B.**
Network card

- C.**
Thunderbolt card
- D.**
Video card
- E.**
Sound card

Answer: D

Explanation:

QUESTION NO: 198

A user is on a business trip with a company issued Windows 7 laptop and is unable to connect to corporate WLAN. To temporarily reconfigure the settings, which of the following must the technician must access?

- A.**
Start/Control Panel/Network and Sharing Center/Change Adapter Settings/Wireless Network Connection Properties
- B.**
Start/Control Panel/Network and Sharing Center/Manage Wireless Networks/Profile Types
- C.**
Start/Control Panel/Network and Sharing Center/Manage Wireless Networks/Add/Create an ad hoc network
- D.**
Start/Control Panel/Network and Sharing Center/Manage Wireless Networks/Add/Manually create a network profile

Answer: A

Explanation:

QUESTION NO: 199

A smartphone user experiences difficulty removing the back cover of the device. Once finally removed, the battery appears to have swollen. The battery is still functional, but requires more frequent charging than it used to. Which of the following should the user do NEXT?

- A.**
Remove the battery and let it cool for 24 hours
- B.**
Fully discharge and then fully recharge the battery
- C.**
Short the battery terminals with a paper clip
- D.**
Replace the battery with a new one

Answer: D

Explanation:

QUESTION NO: 200

Which of the following BIOS level settings allow an administrator to view warnings on possible hardware level changes?

- A.**
Drive lock
- B.**
Intrusion detection
- C.**
BIOS password
- D.**
Trusted platform module

Answer: B

Explanation:

QUESTION NO: 201

A technician just installed an antivirus suite on a workstation. It is kept up-to-date and has recently scanned the system. A day later the user reports slower response times than usual. Which of the following is the user MOST likely experiencing?

- A.**
Advertisements
- B.**
Resource consumption
- C.**
A trojan infection
- D.**
Unremoved viruses

Answer: B

Explanation:

QUESTION NO: 202

A technician installs a new video card in a desktop with onboard video. The technician boots the unit but sees no display. The monitor power light is on and the OS seems to be loading. Which of the following is the MOST likely cause?

- A.**
The display is defective.
- B.**
The video card needs to be flashed.
- C.**
The internal adapter has not been disabled.
- D.**
The new video card is defective.

Answer: C

Explanation:

QUESTION NO: 203

A user is having problems printing. The technician believes the printer may be out of ink. Which of the following troubleshooting steps should be performed NEXT?

- A.**
Establish a plan of action to resolve the problem
- B.**
Implement the solution
- C.**
Test the theory to determine cause
- D.**
Verify full system functionality

Answer: C

Explanation:

QUESTION NO: 204

The contrast ratio for an LCD monitor is BEST defined as the ratio between:

- A.**
display resolution and brightness.
- B.**
power consumption and output intensity.
- C.**
power savings of a comparable CRT monitor and the LCD.
- D.**
the darkest and lightest displayed output.

Answer: D

Explanation:

QUESTION NO: 205

A technician arrives in Germany and discovers that when their PC is plugged into the outlet, no power is received. Which of the following actions should the technician take to get the PC to operate?

A.

Change the BIOS settings to the local time

B.

Adjust the voltage selector switch

C.

Attach a 220-volt power strip from the current region to the PC

D.

Attach a 120-volt battery backup power supply to the PC

Answer: B

Explanation:

QUESTION NO: 206

Which of the following technologies is the MOST secure form of wireless encryption?

A.

SSL

B.

WPA

C.

WEP

D.
TLS

Answer: B

Explanation:

QUESTION NO: 207

The technician is repairing a PC which appears to have a failing RAM module. After replacing the module, the extra memory still is not registering. Which of the following is MOST likely the issue?

- A.**
Jumper settings are incorrect
- B.**
The RAM module is defective
- C.**
The memory slot is defective
- D.**
CMOS needs to be flashed

Answer: C

Explanation:

QUESTION NO: 208

Which of the following processing types allows two instructions to be received and processed nanoseconds apart?

- A.**
Quad core
- B.**
Triple core

C.

Dual core

D.

Hyper-threading

Answer: D

Explanation:

QUESTION NO: 209

Which of the following operating system types will allow a user to utilize 16GB of RAM if installed on a PC workstation?

A.

8-bit

B.

16-bit

C.

32-bit

D.

64-bit

Answer: D

Explanation:

QUESTION NO: 210

A technician needs to configure a computer system for MAXIMUM safety of stored data while staying cost effective. Which of the following RAID levels should be used?

A.

RAID 0

B.
RAID 1

C.
RAID 3

D.
RAID 5

Answer: B

Explanation:

QUESTION NO: 211

Which of the following cable types delivers a signal over a single pin connector?

A.
Ethernet

B.
Coaxial

C.
S-video

D.
DVI

Answer: B

Explanation:

QUESTION NO: 212

Which of the following has color codes that match on both ends (e.g. orange-white, orange, green-white, blue, blue-white, green, brown-white, brown)?

- A.**
UTP straight-through
- B.**
UTP crossover
- C.**
Multi-mode fiber
- D.**
Single-mode fiber

Answer: A

Explanation:

QUESTION NO: 213

Which of the following channels should a technician choose when installing multiple wireless access points for a small office home office (SOHO) network to provide the MINIMAL interference?

- A.**
1, 6,11
- B.**
2, 5,10
- C.**
3, 7,9
- D.**
4, 5,8

Answer: A

Explanation:

QUESTION NO: 214

Which of the following would likely be the MOST cost-effective media to use for storing 8GB of data?

- A.**
DVD RW
- B.**
CD-ROM
- C.**
Tape backup
- D.**
DVD+R DL

Answer: D

Explanation:

QUESTION NO: 215

A network administrator has a requirement to implement a WiFi hot-spot for the public. Which of the following should be used for secure access?

- A.**
WEP and TKIP
- B.**
WPA2 and AES
- C.**
WPA and static IPs
- D.**
WPA2 and MAC filtering

Answer: B

Explanation:

QUESTION NO: 216

An IT Director wants to increase security on the company website to prevent man-in-the-middle attacks. Which of the following Internet protocols should be implemented to meet the requirement?

- A.**
HTTPS
- B.**
IMAP
- C.**
TELNET
- D.**
SMTP

Answer: A

Explanation:

QUESTION NO: 217

An office printer that was working earlier in the day is no longer printing any documents. Pre-existing workstations are manually configured to print to the printer directly over the network. A technician has started to troubleshoot the problem and determines that the printer can still be seen in the network directory. The technician has also verified that the printer can print self- diagnostic pages successfully. Which of the following is the MOST likely cause of the problem?

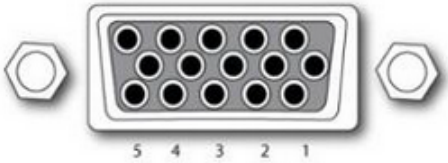
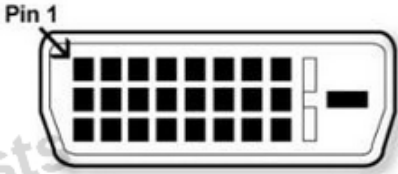
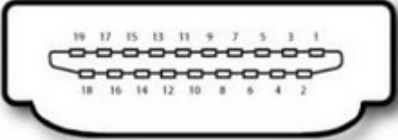

- A.**
The printer's IP address has changed.
- B.**
The network print spooler service has been restarted.
- C.**
"Perform Printer Maintenance" message is displayed on the printer's LCD panel.
- D.**
Two or more users sent print jobs simultaneously, causing a print collision.

Answer: A

Explanation:

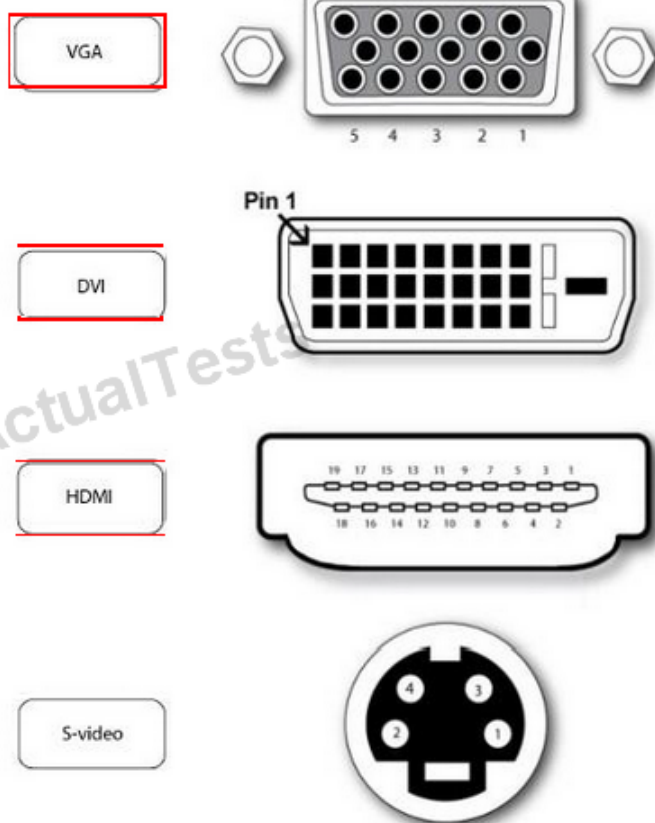
QUESTION NO: 218 DRAG DROP

Place the appropriate token next to each graphic.

DVI	<input type="text"/>	
HDMI	<input type="text"/>	
Composite	<input type="text"/>	
S-video	<input type="text"/>	
VGA	<input type="text"/>	
Serial	<input type="text"/>	

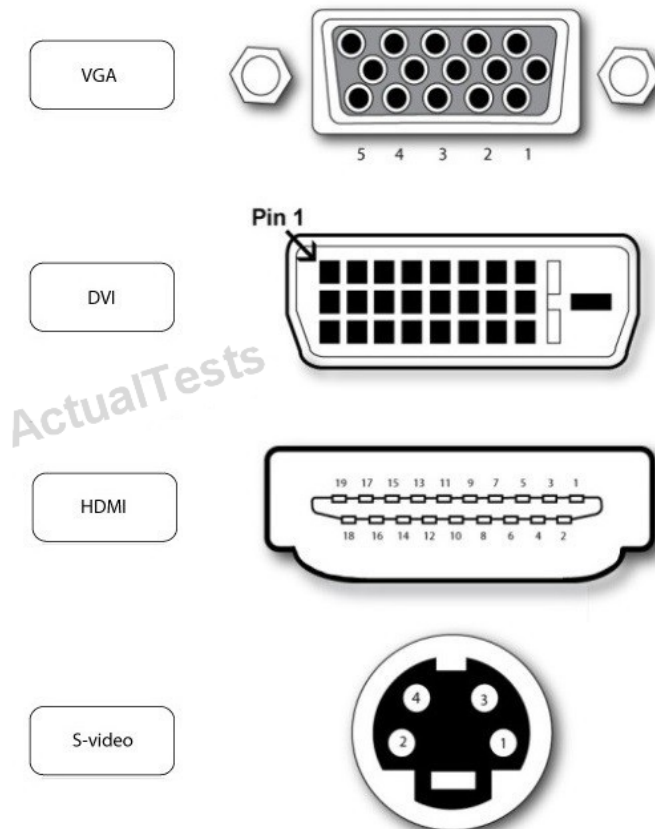
Answer:

- DVI
- HDMI
- Composite
- S-video
- VGA
- Serial



Explanation:

- Composite
- Serial



QUESTION NO: 219 DRAG DROP

Place the appropriate token next to each graphic.

	Maximum Distance	Typical Use
Bluetooth	<input type="text"/>	<input type="text"/>
InfraRed	<input type="text"/>	<input type="text"/>
Radio Frequency	<input type="text"/>	<input type="text"/>

100 m < 100 m > 1 Km Cell Phone Headset Passive Motion Detector WAP

Answer:

	Maximum Distance	Typical Use
Bluetooth	100 m	Cell Phone Headset
InfraRed	< 100 m	Passive Motion Detector
Radio Frequency	> 1 Km	WAP

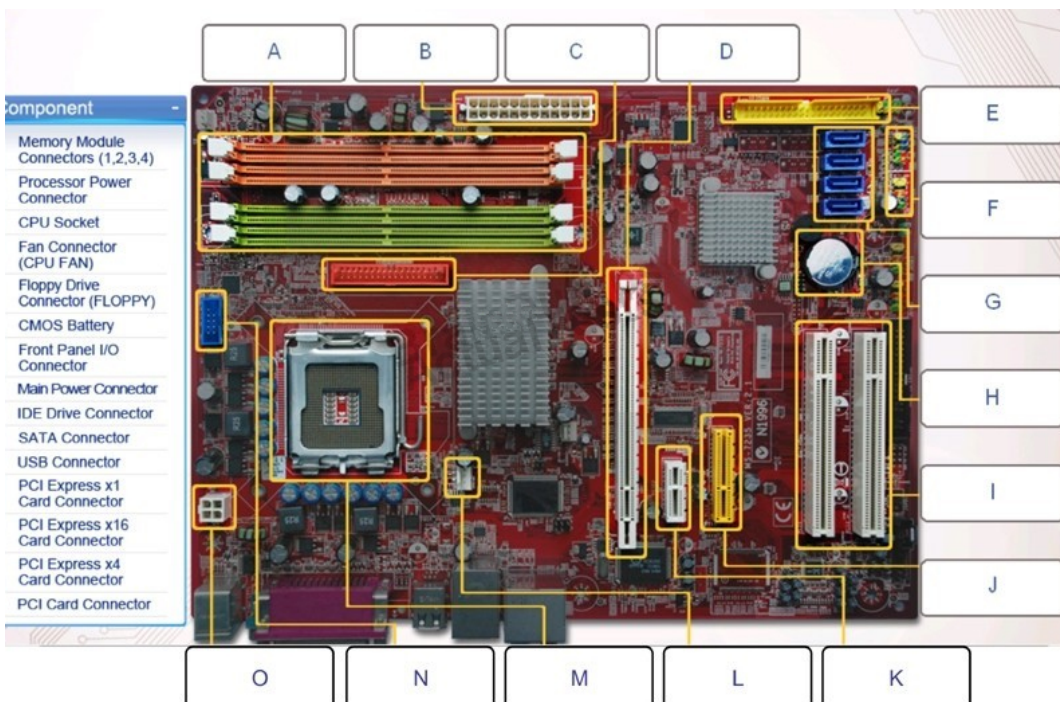
100 m < 100 m > 1 Km Cell Phone Headset Passive Motion Detector WAP

Explanation:

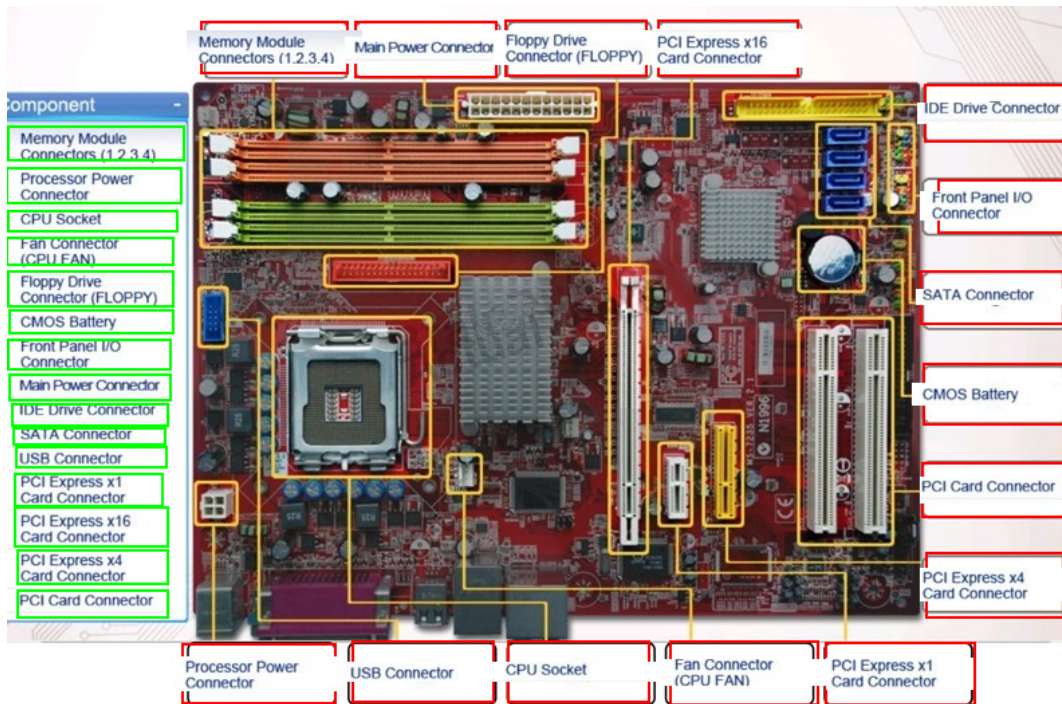
	Maximum Distance	Typical Use
Bluetooth	100 m	Cell Phone Headset
InfraRed	< 100 m	Passive Motion Detector
Radio Frequency	> 1 Km	WAP

QUESTION NO: 220 DRAG DROP

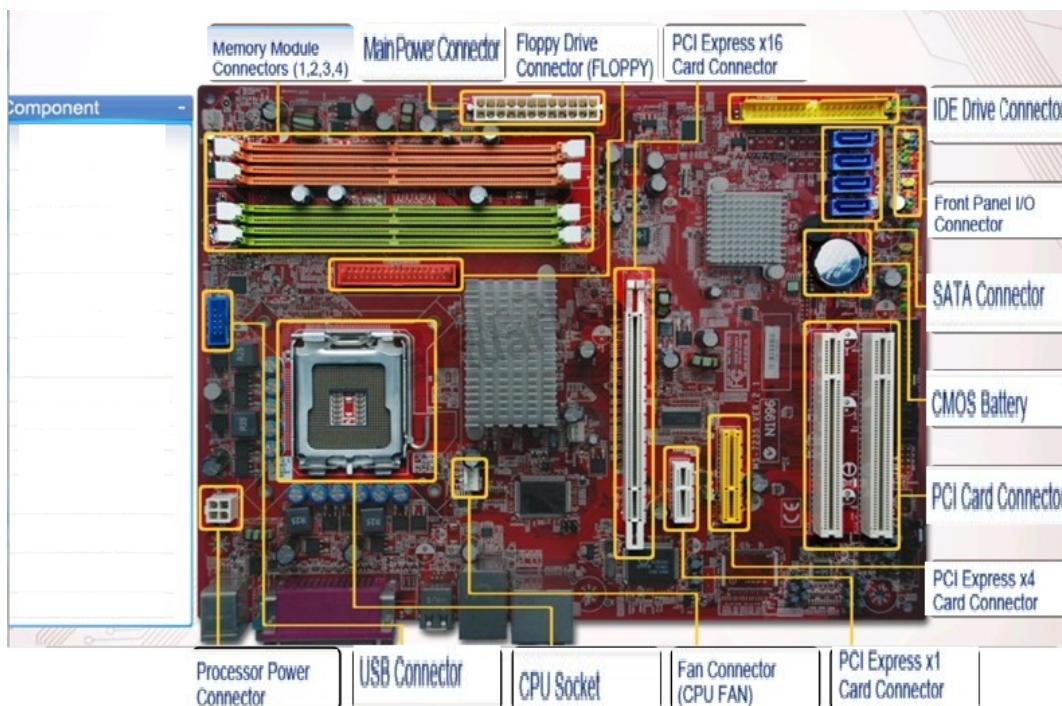
Drag and drop each component onto the labeled areas to label the parts of the motherboard.



Answer:



Explanation:



A - Memory Module Connectors (1, 2, 3, 4)

B - Main Power Connector

C - Floppy drive connector (FLOPPY)

D - PCI Express x16 card connector

E - IDE Drive Connector

F - Front Panel I/O Connector

G - SATA Connector

H - CMOS Battery

I - PCI Card Connector

J - PCI Express x4 connector

K - PCI Express x1 card connector

L - Fan Connector (CPU FAN)

M - CPU Socket

N - USB Connector

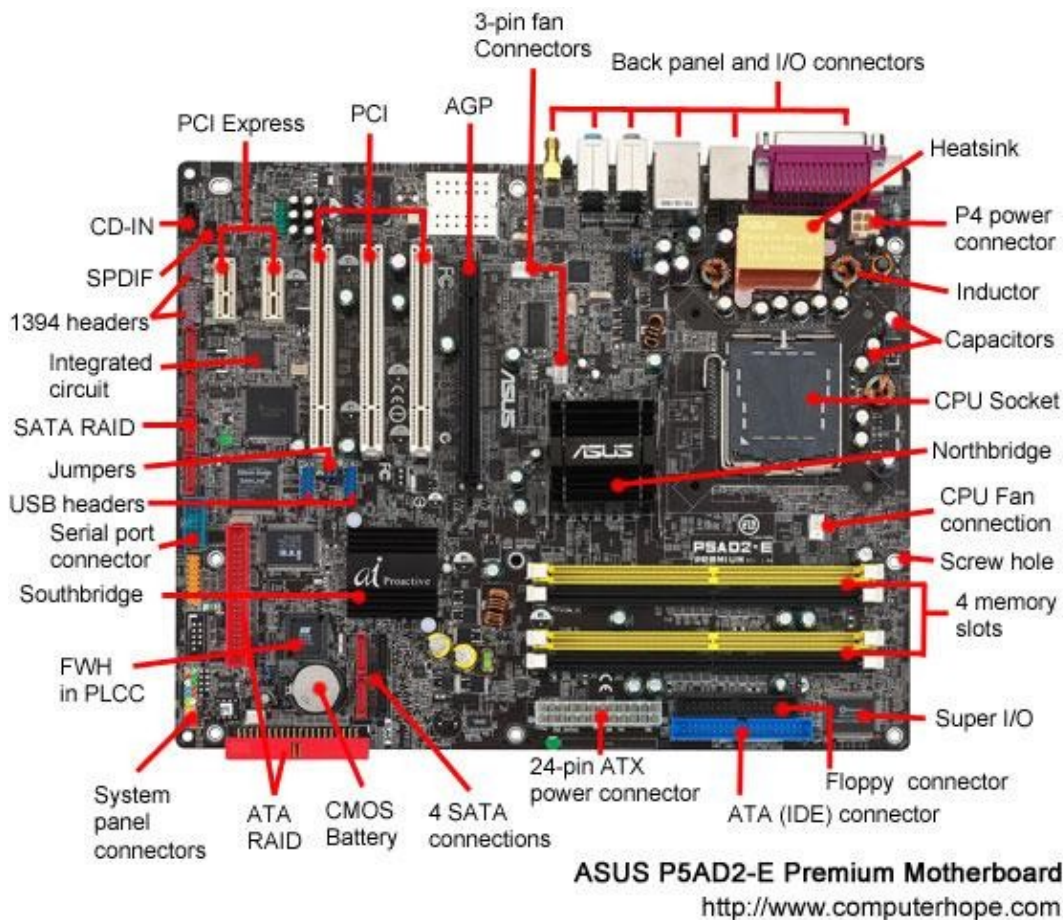
O - Processor Power Connector

You need to know about Motherboard, see detail from

<http://www.computerhope.com/jargon/m/mothboar.htm>

or

<http://www.build-your-own-computer.net/motherboard-diagram.html>



QUESTION NO: 221 DRAG DROP

Drag the components from the list and place them in correct devices.

Components

- 250W ATX
- 250 GB HDD
- Quad-Core 3 GHz Phenom II
- 256 GB SSD
- 1 TB HDD
- 2 GB DDR3
- Integrated Video
- 8 GB DDR3
- 800W Full ATX
- Dual-Core 3 GHz i5
- Win7 32 Pro
- Dual-Core 2 GHz i3
- 250W HTPC
- Dual 1 GB GDDR5 w/HDMI
- Advanced Case Cooling
- TV Tuner
- 6 GB DDR3
- 1 GB GDDR5 w/HDMI


PC type	Home Theater	Thick Client	Gaming PC
			
Motherboard	LGA1156 Mini-ITX	LGA 1156 MicroATX	ATX AM3
CPU			
Video			
Case and Power			
RAM			
Specialized Option			
Storage			

Clear All

Answer:

Components

- 250W ATX
- 250 GB HDD
- Quad-Core 3 GHz Phenom II
- 256 GB SSD
- 1 TB HDD
- 2 GB DDR3
- Integrated Video
- 8 GB DDR3
- 800W Full ATX
- Dual-Core 3 GHz i5
- Win7 32 Pro
- Dual-Core 2 GHz i3
- 250W HTPC
- Dual 1 GB GDDR5 w/HDMI
- Advanced Case Cooling
- TV Tuner
- 6 GB DDR3
- 1 GB GDDR5 w/HDMI

PC type	Home Theater	Thick Client	Gaming PC
			
Motherboard	LGA1156 Mini-ITX	LGA 1156 MicroATX	ATX AM3
CPU	Dual-Core 3 GHz i5	Dual-Core 2 GHz i3	Quad-Core 3 GHz Phenom II
Video	1 GB GDDR5 w/HDMI	Integrated Video	Dual 1 GB GDDR5 w/HDMI
Case and Power	250W HTPC	250W ATX	800W Full ATX
RAM	6 GB DDR3	2 GB DDR3	8 GB DDR3
Specialized Option	TV Tuner	Win7 32 Pro	Advanced Case Cooling
Storage	256 GB SSD	250 GB HDD	1 TB HDD

Clear All

Explanation:

PC type	Home Theater	Thick Client	Gaming PC
			
Motherboard	LGA1156 Mini-ITX	LGA 1156 MicroATX	ATX AM3
CPU	Dual-Core 3 GHz i5	Dual-Core 2 GHz i3	Quad-Core 3 GHz Phenom II
Video	1 GB GDDR5 w/HDMI	Integrated Video	Dual 1 GB GDDR5 w/HDMI
Case and Power	250W HTPC	250W ATX	800W Full ATX
RAM	6 GB DDR3	2 GB DDR3	8 GB DDR3
Specialized Option	TV Tuner	Win7 32 Pro	Advanced Case Cooling
Storage	256 GB SSD	250 GB HDD	1 TB HDD

Clear All

QUESTION NO: 222 DRAG DROP

Drag and drop the following encryption standards to the appropriate wireless standard. Tokens may be used more than once and all placeholders must be filled.

Wireless Security	Encryption Type
Open	<input type="text"/>
WEP	<input type="text"/>
WPA	<input type="text"/>
WPA-CCMP	<input type="text"/>

None

RC4

3DES

AES

DES

Answer:

Wireless Security	Encryption Type	
Open	None	None
WEP	RC4	RC4
WPA	RC4	3DES
WPA-CCMP	AES	AES
		DES

Explanation:

Wireless Security	Encryption Type	
Open	None	None
WEP	RC4	RC4
WPA	RC4	3DES
WPA-CCMP	AES	AES
		DES

QUESTION NO: 223 DRAG DROP

Drag and drop the IP address next to the appropriate description.

Class A

APIPA

Private

Loopback

Multicast

172.199.35.9

127.0.0.1

224.30.2.100

11.199.127.2

169.254.30.21

Answer:

Class A

APIPA

Private

Loopback

Multicast

172.199.35.9

127.0.0.1

224.30.2.100

11.199.127.2

169.254.30.21

Explanation:

Class A	11.199.127.2
APIPA	169.254.30.21
Private	172.199.35.9
Loopback	127.0.0.1
Multicast	224.30.2.100

NEW QUESTIONS

QUESTION NO: 224

Which of the following devices is used to convert initially audible signals into digital signals to provide communication between two endpoints?

- A.**
Bridge
- B.**
Fax machine
- C.**
Repeater
- D.**
Modem

Answer: D

Explanation:

QUESTION NO: 225

A user has lost connection to the Internet, but can still browse locally shared folders. Which of the following connections is MOST likely down?

- A.**
SAN
- B.**
WAN
- C.**
LAN
- D.**
PAN

Answer: B

Explanation:

QUESTION NO: 226

A technician just finished replacing a laptop screen, and upon first boot notices that the screen provides a very faint but darkened image which cannot be adjusted. Which of the following was MOST likely left unplugged after replacement?

- A.**
CMOS Battery
- B.**
Mini-PCI Card
- C.**
Inverter
- D.**
DC Cord

Answer: C

Explanation:

http://www.ehow.com/how-does_5011808_inverter-work-laptop.html

QUESTION NO: 227

Which of the following devices requires 3.3V of power from the motherboard?

- A.**
SLI Video Card
- B.**
DVD-ROM Drive
- C.**
USB Port
- D.**
Serial Port Card

Answer: D

Explanation:

QUESTION NO: 228

Multicast addresses fall in which of the following classful address ranges?

- A.**
Class A
- B.**
Class B
- C.**
Class C
- D.**
Class D
- E.**
Class E

Answer: D

Explanation:

QUESTION NO: 229

Which of the following translates digital signals into analog for transmission over phone lines?

- A.**
SAN
- B.**
VoIP
- C.**
Modem
- D.**
Bridge

Answer: C

Explanation:

QUESTION NO: 230

Which of the following cable types typically transmits the video from an analog security camera back to the CCTV system?

- A.**
CAT5e
- B.**
CAT6
- C.**
RG-59
- D.**
STP

Answer: C

Explanation:

QUESTION NO: 231

Which of the following cable types should always be used through life safety areas?

- A.**
PVC
- B.**
Plenum
- C.**
STP
- D.**
Fiber

Answer: B

Explanation:

Plenum cable is fire retardant. That's why it should be used through life safety areas. It doesn't produce hazardous smoke when burned.

QUESTION NO: 232

Which of the following 802.11 standards has a MAXIMUM bandwidth throughput of 54Mbps and uses 2.4GHz frequency?

- A.**
A
- B.**
B
- C.**
G
- D.**
N

Answer: C

Explanation:

QUESTION NO: 233

A user has 6,250 Megabytes worth of pictures they would like to back up. At the very MINIMUM, which of the following could backup these pictures to a single medium?

- A.**
DL DVD Burner
- B.**
LTO Drive
- C.**
CD Burner
- D.**
Blu-Ray Burner

Answer: A

Explanation:

QUESTION NO: 234

Laser printers and thermal printers both use a heating element to function. Which of the following differentiates them?

- A.**
Laser printers require a liquid pigment.
- B.**
Thermal printers use device specific stock.
- C.**
Laser printers do not require thermal toner.
- D.**
Thermal printers utilize refillable heat toner.

Answer: B

Explanation:

QUESTION NO: 235

When referring to laser printing, which of the following describes the development process?

- A.**
The corona wire places a static charge on the drum.
- B.**
Toner is pulled to the charged areas of the drum.
- C.**
Toner is pulled from the drum to the paper.
- D.**
The toner is permanently affixed to the paper.

Answer: B

Explanation:

QUESTION NO: 236

Which of the following would MOST likely be found on a docking station versus a port replicator?

- A.**
USB Hub
- B.**
VGA Port
- C.**
PS/2 Slot
- D.**
DVD-ROM

Answer: D

Explanation:

Docking stations have DVD ROM whereas Port replicator has only ports.

QUESTION NO: 237

A technician has been tasked with designing a new printing solution for a small team. They want to be able to use a central printer from their shared workspace as well as the conference room next door. Which of the following connection methods would BEST suit their need?

- A.
USB
- B.
Infrared (IR)
- C.
Bluetooth
- D.
Wireless

Answer: D

Explanation:

QUESTION NO: 238

ESD mats are useful for protecting against which of the following hazards?

- A.
Chemical burns
- B.
Electromagnetic interference
- C.
RF interference
- D.
Static buildup

Answer: D

Explanation:

QUESTION NO: 239

When a technician suspects prohibited activity on an organization's network or computers, which

of the following is the FIRST step they should take?

- A.**
Confirm an actual infraction has taken place
- B.**
Confront the suspected person with incident details
- C.**
Notify others so that peers will stop the activity
- D.**
Erase the contents of the user's computer and disable their account

Answer: A

Explanation:

QUESTION NO: 240

A customer wants to be able to archive a large 15 to 20 GB project to optical media using a single disk. Which of the following should a technician recommend?

- A.**
Blu-Ray writer
- B.**
DVD-RW drive
- C.**
Dual Layer DVD burner
- D.**
CD-ROM burner

Answer: A

Explanation:

QUESTION NO: 241

Which of the following printer types requires calibration to ensure the nozzle is adjusted to print properly?

- A.**
Impact
- B.**
Inkjet
- C.**
Laser
- D.**
Thermal

Answer: B

Explanation:

<http://computer.howstuffworks.com/inkjet-printer.htm>

QUESTION NO: 242

A home user's PC has an over-clocked CPU with a relatively small heat sync, small fans on the 800W power supply, and a high-end video card. Which of the following is the recommended solution that will manage heat more effectively?

- A.**
Replace the CPU heat sync with a high RPM fan
- B.**
Purchase an energy efficient power supply
- C.**
Not over-clocking the CPU
- D.**
Liquid cooling system

Answer: D

Explanation:

<http://computer.howstuffworks.com/liquid-cooled-pc.htm>

QUESTION NO: 243

Which of the following wireless standards operates at 5GHz? (Select TWO).

- A.**
802.11a
- B.**
802.11b
- C.**
802.11bg
- D.**
802.11g
- E.**
802.11n

Answer: A,E

Explanation:

QUESTION NO: 244

A technician is preparing to perform a processor upgrade on a critical company server. Which of the following precautions should be taken FIRST before performing such work on a system? (Select TWO).

- A.**
Discharge all capacitors inside the PSU
- B.**
Remove all jewelry
- C.**
Ensure the PSU is plugged into a grounded electrical socket
- D.**
Ensure humidity levels within the room are lowered
- E.**
Put on an anti-static wrist strap

Answer: B,E

Explanation:

QUESTION NO: 245

Which of the following devices uses both light and a lens to facilitate data warehousing?

- A.**
Digitizer
- B.**
Touch screen
- C.**
Barcode reader
- D.**
Camera

Answer: C

Explanation:

QUESTION NO: 246

Activity logs show a large amount of data downloaded from a company server to an employee's workstation overnight. Upon further investigation, the technician identifies the data as being outside the scope of the employee's regular job functions. Which of the following steps should the technician take NEXT?

- A.**
Report through proper channels
- B.**
Document the changes
- C.**
Continue to track more evidence
- D.**
Preserve the chain of custody

Answer: A

Explanation:

This is the breach of security. You need to report through proper channel to the senior management about this breach. You can report to your supervisor and he/she can report to higher authorities for further investigation.

QUESTION NO: 247

Which of the following supports a MAXIMUM frequency of 100MHz?

- A.**
Cat5
- B.**
Cat5e
- C.**
Cat6
- D.**
Cat6a

Answer: A

Explanation:

QUESTION NO: 248

A brand new datacenter has been wired with all CAT6a wiring. A technician has been tasked to immediately install and boot up an already configured mission critical file server. Prior to turning the server on, the technician realizes that they had brought CAT5e patch cords by mistake. Which of the following should the technician do?

- A.**
Install the CAT5e cable, boot the server and then return and replace it later.
- B.**
Inform the customer and recommend temporarily using the CAT5e cable.
- C.**
Install the CAT5e cable, document the installation and leave the premises.

D.

Inform the customer that the server will be available as soon as a CAT6a cable is acquired.

Answer: B

Explanation:

QUESTION NO: 249

Which of the following helps law enforcement show accountability for evidence as it was gathered?

A.

Drive hashing

B.

Chain of custody

C.

Drive image creation

D.

Court subpoena

Answer: B

Explanation:

QUESTION NO: 250

A SOHO environment utilizes network hardware address filtering to minimize unauthorized use of its network infrastructure. A technician has been asked to install a shared network printer in the environment. Which of the following **MUST** the technician know in order to add the printer to the environment?

A.

IP address of the printer

B.

MAC address of the printer

C.

Subnet mask of the network

D.
Firmware version of the printer

Answer: B

Explanation:

QUESTION NO: 251

A technician has been asked to install a printer on a Windows XP machine. Through which of the following Control Panel utilities will the technician install the printer?

A.
Printers and Devices

B.
Devices and Printers

C.
Printers and Faxes

D.
Devices

Answer: C

Explanation:

http://wiki.answers.com/Q/In_Windows_XP_how_do_you_open_the_Printers_and_Faxes_window

QUESTION NO: 252

A technician has been asked to share a laser printer amongst the users in an HR workgroup.

The printer will need to be accessed from distances up to 200 feet through no more than one to two, hollow, dry board walls. Which of the following methods should be used?

A.
802.11x

B.

PAN

C.
USB

D.
Infrared (IR)

Answer: A

Explanation:

QUESTION NO: 253

A technician has been asked to identify the unknown network addresses from a series of printers attached to the network via external hardware printer servers. Which of the following will provide the technician with the necessary information?

A.
Performing a device self test print page from each printer

B.
Performing a device print page from each print server

C.
Performing a device factory reset on each print server

D.
Performing a PING of each device address without the FQDN

Answer: B

Explanation:

QUESTION NO: 254

RAID 5 requires a minimum of how many hard drives?

A.
1

B.
2

C.

3

D.

4

Answer: C

Explanation:

QUESTION NO: 255

When installing a floppy drive data cable, it is important for a technician to ensure which of the following? (Select TWO).

A.

Availability of compatible power connectors

B.

Adequate hard drive capacity

C.

Correct CPU clock speeds

D.

Correct Master/Slave jumper settings

E.

Proper orientation of the data cable

Answer: A,E

Explanation:

QUESTION NO: 256

A laser multi-function device in an office is able to scan documents, but users are reporting that when they try to make copies they receive an error. Which of the following troubleshooting steps should a technician try FIRST?

A.

Apply a new preventative maintenance kit.

B.

Ensure the MFD is connected and on the network.

C.

Replace all empty ink cartridges in the MFD.

D.

Check the toner level to see if it is low.

Answer: D

Explanation:

QUESTION NO: 257

When installing a laptop at a desk that will be using stationary dual monitors, which of the following ports should be used? (Select TWO).

A.

VGA

B.

IEEE 1394

C.

PCIe

D.

PCMCIA

E.

ExpressPort

F.

HDMI

Answer: A,F

Explanation:

QUESTION NO: 258

Which of the following is the maximum throughput of a USB 3.0 connection?

- A.**
800 Mbps
- B.**
3 Gbps
- C.**
4.8 Gbps
- D.**
10 Gbps

Answer: C

Explanation:

QUESTION NO: 259

Which of the following types of connectors can use a maximum of 8 strands of wires?

- A.**
RJ-11
- B.**
RS-232
- C.**
RJ-45
- D.**
BNC

Answer: C

Explanation:

QUESTION NO: 260

A system board has six slots for memory chips, aligned in two banks. Which of the following is the optimal memory configuration this board supports?

- A.**
Multi Mode

- B.**
Dual Channel
- C.**
Triple Channel
- D.**
Single Channel

Answer: C

Explanation:

QUESTION NO: 261

A technician is trying to install a full-size PCI card into a slim line desktop PC. Which of the following would MOST likely be required to facilitate installation?

- A.**
RAID card
- B.**
CNR card
- C.**
Riser card
- D.**
MCA card

Answer: C

Explanation:

QUESTION NO: 262

Which of the following network cable types has the longest range?

- A.**
CAT5e
- B.**
Single-mode fiber

- C.**
Multi-mode fiber
- D.**
CAT6

Answer: B

Explanation:

QUESTION NO: 263

A technician is asked to repair a broken Ethernet jack in a conference room. Which of the following tools would the technician use when repairing the wall jack?

- A.**
Crimper
- B.**
Toner probe
- C.**
Punchdown tool
- D.**
Multimeter

Answer: C

Explanation:

QUESTION NO: 264

A user with a USB printer would like to print from more than one computer. Which of the following features should be used?

- A.**
File and printer sharing
- B.**
Internet connection sharing
- C.**

Enable printer duplexing

D.

USB hub

Answer: A

Explanation:

QUESTION NO: 265

Which of the following is the MAXIMUM number of 10Mb audio files that a user can store on a CD-RW?

A.

50

B.

70

C.

100

D.

120

Answer: B

Explanation:

QUESTION NO: 266

Which of the following connectors provides the capability to pass both analog and digital signals?

A.

VGA

B.

BNC

C.

DVI-I

D.
USB 3.0

Answer: C
Explanation:

QUESTION NO: 267

A service call was opened for a thermal printer that has poor print quality. Which of the following should the technician do FIRST?

- A.**
Replace the print head with OEM replacement.
- B.**
Use a cotton swab and alcohol to clean the print head.
- C.**
Use the printer manufacturer's cleaning kit to clean the print head.
- D.**
Use an industry approved cleaning kit to clean the print rollers.
- E.**
Use the printer manufacturer's cleaning kit to clean the print rollers.

Answer: C
Explanation:

QUESTION NO: 268

A technician needs to attach a network cable to a wall jack in the conference room. After running the cable through the conduit to the conference room, which of the following tools would BEST be used to connect the cable to the wall jack?

- A.**
Punchdown
- B.**
Loopback plug

C.
Multimeter

D.
Crimper

Answer: A

Explanation:

QUESTION NO: 269

Which of the following devices uses MAC tables to allow multiple computers to access a single network connection?

A.
Hub

B.
Firewall

C.
VoIP

D.
Switch

Answer: D

Explanation:

QUESTION NO: 270

Which of the following laser printer components will flip the paper to allow for printing on both sides?

A.
Paper registration assembly

B.
Paper pickup assembly

C.

Duplex assembly

D.

Image transfer belt

Answer: C

Explanation:

QUESTION NO: 271

A printer technician is sent to work on a fuser in a laser printer that is not adhering toner properly to the paper. While onsite Joe, an end user, reports that he has been having frequent paper jams as well. Which of the following would be the BEST course of action to repair the printer?

A.

Install a manufacturer recommended maintenance kit

B.

Install the fuser, replace the toner cartridge, and replace the pickup and separation rollers

C.

Install the fuser and also replace the high voltage power supply

D.

Install the fuser as the paper jams were probably also caused by the defective fuser

Answer: A

Explanation:

QUESTION NO: 272

Which of the following is used to provide secure file storage to network users only?

A.

NAS

B.

IMAP

C.

SAN

D.
SSH

Answer: A

Explanation:

<http://searchstorage.techtarget.com/definition/network-attached-storage>

QUESTION NO: 273

A technician has replaced the NIC in a computer running Windows XP Professional and has properly installed the device driver. The computer indicates the card has network connectivity, but the technician is unable to access the Internet. Which of the following should the technician do NEXT to finish the NIC installation?

- A.**
Change the computer and DNS server's IP addresses in the Action Center
- B.**
Use ipconfig to check the current settings and Network Connections to make changes
- C.**
Assign the NIC an APIPA address using ipconfig and the network setup wizard
- D.**
Reboot the computer and configure the necessary network settings in the BIOS

Answer: B

Explanation:

QUESTION NO: 274

Which of the following Internet connection types has the HIGHEST latency?

- A.**
WiMAX
- B.**
Satellite

C.
Fiber

D.
Dial-up

Answer: B

Explanation:

QUESTION NO: 275

Which of the following would BEST describe the capabilities of a 64-bit operating system?

A.
Capable of managing dual NICs.

B.
Capable of effectively managing 1TB SSD.

C.
Capable of managing more than 4 displays.

D.
Capable of utilizing 128GB RAM.

Answer: D

Explanation:

QUESTION NO: 276

Joe, a user, wants to modify the fan speed settings on his PC. Which of the following locations allows the fan speed settings to be changed?

A.
BIOS

B.
Device Manager

C.
Motherboard Jumpers

D.
Computer Management

Answer: A

Explanation:

QUESTION NO: 277

A user has purchased a new touch screen tablet and is reporting that the touch interface is extremely inaccurate and almost unusable. Which of the following actions should a technician take FIRST to resolve the issue?

- A.**
Return the tablet to the manufacturer
- B.**
Give the user a stylus to use
- C.**
Calibrate the touch interface
- D.**
Verify touch interface connectivity inside the screen

Answer: C

Explanation:

QUESTION NO: 278

A technician needs to install a projector into a conference room with several windows. Which of the following should the technician consider so that the displayed image is always visible?

- A.**
Resolution
- B.**
Lumens
- C.**
Anti-glare filter

D.
Bulb life

Answer: B
Explanation:

QUESTION NO: 279

A common method of accessing computers remotely that uses port 23 is known as?

A.
LDAP

B.
RDP

C.
Telnet

D.
FTP

Answer: C
Explanation:

<http://www.speedguide.net/port.php?port=23>

QUESTION NO: 280

Which of the following allows for audio and video connections using a single cable?

A.
HDMI

B.
Parallel

C.
DVI-A

D.

eSATA

Answer: A

Explanation:

QUESTION NO: 281

Which of the following standards is an expansion card slot used only for graphics?

- A.**
PCIe
- B.**
AGP
- C.**
PCI
- D.**
miniPCI

Answer: B

Explanation:

QUESTION NO: 282

A technician, Anne, has repaired a CEO's laptop. Which of the following is the LAST step that should be taken after the repair is completed?

- A.**
Prepare a hot spare in preparation for the next repair
- B.**
Document all of the services provided
- C.**
Communicate the status of the repair with the CEO
- D.**
Offer other repair options if they are available

Answer: C

Explanation:

QUESTION NO: 283

Modern laptop screens are much brighter because of advances in which of the following technologies?

- A.**
LED
- B.**
Batteries
- C.**
Inverter
- D.**
Plasma

Answer: A

Explanation:

QUESTION NO: 284

A technician, Anne, notices there are no hardware volume control buttons on the new laptops that were ordered. Which of the following would control the volume on the laptop?

- A.**
Software only
- B.**
Bluetooth
- C.**
Function keys
- D.**
WiFi switch

Answer: C

Explanation:

QUESTION NO: 285

A technician wants to simplify users' wireless configuration in a new remote office. Which of the following must be configured on the access point to allow wireless clients to automatically negotiate secure authentication with the SOHO access point?

- A.**
Enable QoS
- B.**
Enable SSID Broadcast
- C.**
Enable WPS
- D.**
Enable MAC filtering

Answer: C

Explanation:

QUESTION NO: 286

Ann, a technician, is inspecting a PC with an Intel Core 2 Quad processor and finds that the Task Manager is reporting the system as having 8 cores. She is convinced this system only has four cores. Which of the following technologies is causing the discrepancy?

- A.**
Hyperthreading
- B.**
Intel SSE3
- C.**
L2 Cache
- D.**
S.M.A.R.T.

Answer: A

Explanation:

QUESTION NO: 287

Which of the following cable types designates that it can safely be run through a drop ceiling?

- A.**
STP
- B.**
Plenum
- C.**
CAT5e
- D.**
UTP

Answer: B

Explanation:

QUESTION NO: 288

A technician is installing new hard drives into a server and needs to set IDs to numbers ranging from 0-15. Which of the following types of drives is the technician installing?

- A.**
SATA
- B.**
SCSI
- C.**
USB
- D.**
EIDE

Answer: B

Explanation:

<http://en.wikipedia.org/wiki/SCSI>

QUESTION NO: 289

By default, which of the following ports is used for SMTP?

- A.**
21
- B.**
25
- C.**
110
- D.**
143

Answer: B

Explanation:

QUESTION NO: 290

A small office with five computers on a workgroup that are directly connected to a switch is an example of which of the following network topologies?

- A.**
Ring
- B.**
Bus
- C.**
Mesh
- D.**
Star

Answer: D

Explanation:

QUESTION NO: 291

Joe would like an Internet connection that is always on, stable, and not influenced by atmospheric conditions. Which of the following Internet connection types would BEST meet Joe's requirements?

- A.**
Dial-up
- B.**
Mobile Hotspot
- C.**
Satellite
- D.**
Cable

Answer: D

Explanation:

QUESTION NO: 292

A customer is terminating an employee for suspected activity that is against company policy. They have called Ann to consult with them on how to best preserve any evidence the company may be required to provide in court. Which of the following would BEST preserve the integrity of the data and best serve the client?

- A.**
Create an image of the hard drive and store it on a NTFS drive.
- B.**
Remove and secure any HDD from the computer, documenting the process.
- C.**
Store the computer in the server room until it is required.
- D.**
Lock the user out of the computer and let another employee use it until needed.

Answer: B

Explanation:

QUESTION NO: 293

Which of the following wireless standards operates at 5 GHz and has a maximum speed of 54 Mbps?

- A.**
802.11a
- B.**
802.11b
- C.**
802.11g
- D.**
802.11n

Answer: A

Explanation:

QUESTION NO: 294

Ann, a user, brings her laptop in and reports that it is no longer charging. Additionally, the laptop can no longer stay powered on even when plugged in. Which of the following hardware components is MOST likely in need of replacement?

- A.**
Hard drive
- B.**
Memory modules
- C.**
System fan
- D.**
Wireless card
- E.**

System board

Answer: E

Explanation:

QUESTION NO: 295

Joe, a user, has a new slim profile laptop and is in need of additional USB ports. He has also requested FireWire connection capabilities which his laptop does not provide. Which of the following would BEST fit the specifications Joe has provided?

A.

A docking station

B.

An external USB hub

C.

A USB to FireWire converter

D.

A cable lock

Answer: A

Explanation:

QUESTION NO: 296

Ann is cleaning the printer pickup rollers and spills the cleaning fluid on her leg. In which of the following would she find the proper way to cleanup the spill?

A.

Inventory spreadsheet

B.

MSDS

C.

Project management plan

D.

EULA

Answer: B

Explanation:

QUESTION NO: 297

Which of the following is the MAXIMUM number of unique IP addresses on an IPv4 Class A network?

- A.**
254
- B.**
65 Thousand
- C.**
16.3 Million
- D.**
340 Trillion

Answer: C

Explanation:

QUESTION NO: 298

Which of the following is an advantage of an IPv6 network?

- A.**
Virtually unlimited number of network addresses
- B.**
Backwards compatible with all network devices and operating systems
- C.**
Less security concerns
- D.**
Higher available speed

Answer: A

Explanation:

QUESTION NO: 299

Which of the following connection types is capable of transmissions speeds up 100 Gbps?

- A.**
Fiber
- B.**
Coaxial
- C.**
Infrared
- D.**
DSL

Answer: A

Explanation:

QUESTION NO: 300

Which of the following wireless transmission methods requires line of sight?

- A.**
Infrared
- B.**
RFID
- C.**
802.11a
- D.**
Bluetooth

Answer: A

Explanation:

<http://electronics.howstuffworks.com/remote-control2.htm>

QUESTION NO: 301

Joe's company just moved into a new building, and the company's management is very concerned about proper equipment grounding. Which of the following risks are they attempting to mitigate by grounding equipment?

- A.**
Security breaches
- B.**
Electrical shock
- C.**
Chemical burns
- D.**
Equipment theft

Answer: B

Explanation:

QUESTION NO: 302

A user has a CAD / CAM workstation that is to be reconfigured into a Gaming PC. Which of the following would be the EASIEST and MOST effective upgrade?

- A.**
Add better Sound Card
- B.**
Install a TV Tuner
- C.**
Add additional L2 cache
- D.**
Install USB 3.0 Card

Answer: A

Explanation:

QUESTION NO: 303

Which of the following would be used to connect two remote sites?

- A.**
Switch
- B.**
Access point
- C.**
Router
- D.**
Hub

Answer: C

Explanation:

QUESTION NO: 304

A bank wants to maximize the security of employee computer data displayed on their screen. Which of the following would BEST accomplish these goals?

- A.**
Keyboard filters
- B.**
Privacy filters
- C.**
Screensavers
- D.**
Secure display drivers

Answer: B

Explanation:

QUESTION NO: 305

Which of the following cable types is used to transmit data from a satellite dish to the satellite modem?

- A.**
CAT5e
- B.**
CAT3
- C.**
Fiber
- D.**
RG-6

Answer: D

Explanation:

QUESTION NO: 306

A customer needs to run several virtual machines on their design workstation to work on cross platform software. Which of the following should be maximized to improve workstation performance? (Select TWO)

- A.**
Cooling fans
- B.**
RAM
- C.**
Number of CPU cores
- D.**
Storage space
- E.**
PCIe slots

Answer: B,C

Explanation:

QUESTION NO: 307

Older video cards used S-video to output to a TV. This standard has been replaced by:

- A.**
FireWire.
- B.**
SCSI.
- C.**
coaxial.
- D.**
HDMI.

Answer: D

Explanation:

QUESTION NO: 308

Which of the following is the BEST approach a technician should take when informing a customer about their findings of any specific computer problem?

- A.**
Use non-technical terms.
- B.**
Use the appropriate acronyms.
- C.**
Use proper technical terms.
- D.**
Use email to ensure a written record.

Answer: A

Explanation:

QUESTION NO: 309

Most notebook PCs have their WiFi antenna located in the:

- A.**
LCD.
- B.**
WiFi card.
- C.**
I/O area.
- D.**
top cover.

Answer: D

Explanation:

QUESTION NO: 310

Which of the following displays has the HIGHEST Hz frequency?

- A.**
Plasma
- B.**
LED
- C.**
CRT
- D.**
LCD

Answer: A

Explanation:

QUESTION NO: 311

Which of the following devices can be used to merge traffic between two different network

topologies?

- A.**
Hub
- B.**
Bridge
- C.**
Switch
- D.**
Access point

Answer: B

Explanation:

QUESTION NO: 312

A gaming PC has been built from components. The system is getting power but there is no video on the display. Which of the following is the MOST likely cause of the issue?

- A.**
The display is defective and needs to be replaced.
- B.**
The SATA controller is disabled in the BIOS.
- C.**
The PCIe 6-pin power cable is not connected to the high-end video card.
- D.**
The CPU is not powerful enough to provide adequate speed to the system.

Answer: C

Explanation:

QUESTION NO: 313

Which of the following RAM types is used if it is labeled as 4 GB PC1333?

A.
RAMBUS

B.
DDR3

C.
SDIMM

D.
SIM

Answer: B

Explanation:

QUESTION NO: 314

Which of the following versions of Windows XP would a technician MOST likely install for a small business?

A.
Windows XP Professional 64-bit

B.
Windows XP Professional

C.
Windows XP Media Center

D.
Windows XP Home

Answer: B

Explanation:

QUESTION NO: 315

Which of the following is the subnet mask for a Class A IP address?

A.
127.0.0.1

- B.**
255.0.0.0
- C.**
255.255.255.0
- D.**
255.255.255.254

Answer: B

Explanation:

QUESTION NO: 316

Which of the following BEST explains how the data rate is doubled in DDR RAM?

- A.**
CPU clock speed is doubled
- B.**
Uses 64-bit instead of 32-bit architecture
- C.**
Memory clock speed is doubled
- D.**
Data transfer on both clock edges

Answer: D

Explanation:

QUESTION NO: 317

A technician is building a custom gaming computer. Which of the following is the FASTEST memory the technician can use?

- A.**
DDR2 CAS7
- B.**
DDR3 CAS9

C.
DDR3 CAS10

D.
DDR3 CAS11

Answer: B

Explanation:

QUESTION NO: 318

A customer needs to run 3 virtual machines on their software design workstation. Which of the following CPUs would be MOST cost effective for this task?

A.
3 Core

B.
4 Core

C.
8 Core

D.
12 Core

Answer: B

Explanation:

QUESTION NO: 319

An older laptop does not have Wi-Fi capability but has some rectangular slots on its side. Which of the following is the port that would take a Wi-Fi card in this laptop?

A.
SODIMM

B.
PCMCIA

C.

SD

D.

Compact flash

Answer: B

Explanation:

QUESTION NO: 320

A technician has a work order to install a USB 3.0 expansion card into a PC. The expansion card is a PCI Express 1.1 compliant card and the motherboard has one PCI Express 2.0 slot available. Which of following BEST represents the compatibility between the hardware?

A.

It will not install correctly, and the PCI slot is already being used by the video card.

B.

It will install correctly to the PCI Express slot onto the motherboard. The card should function correctly, as the PCI Express 2.0 slot is backwards compliant.

C.

It will not install correctly into the PC, as the 1.1 and 2.0 slots are not compatible.

D.

It will install correctly, but the card will not operate as the PCI Express 1.1 and the PCI Express 2.0 standards are completely different.

Answer: B

Explanation:

QUESTION NO: 321

A user is trying to use Remote Desktop to connect to another computer on the LAN. The connection fails. The technician opens up a command prompt and types the following "telnet computername 3389" and also gets the same error message. Which of the following is the MOST likely cause of this error, assuming that the OS firewall has been disabled?

A.

The antivirus software is blocking the incoming connection.

B.

The ISP is blocking Remote Desktop at their end.

C.

The RDP connection has been configured to use a non-standard port.

D.

The telnet service has not been installed.

Answer: C

Explanation:

QUESTION NO: 322

Which of the following is the standard sequence of wire color in a RJ-11 phone line?

A.

Green, Black, Yellow, Red

B.

Black, Red, Green, Yellow

C.

Yellow, Black, Red, Green

D.

Red, Black, Green, Yellow

Answer: B

Explanation:

QUESTION NO: 323

A technician would like to connect to a computer using remote desktop. Which of the following ports does remote desktop use by default?

A.

22

B.

443

C.

3389

D.

8080

Answer: C

Explanation:

QUESTION NO: 324

Which of the following should a technician do NEXT after reporting an incident?

A.

Delete the content

B.

Confiscate the PC

C.

Go back to work

D.

Document the incident

Answer: D

Explanation:

QUESTION NO: 325

Which of the following MUST be configured when trying to start a machine with a DVD?

A.

TPM

B.

Virtualization support

C.

BIOS security

D.

Boot order

Answer: D

Explanation:

QUESTION NO: 326

After setting up a new computer, a user states that the mouse and keyboard will not work. Which of the following is the MOST likely reason?

A.

The network cable is disconnected

B.

The PS/2 connectors are switched

C.

The USB connectors are switched

D.

The hard drive is unplugged

Answer: B

Explanation:

QUESTION NO: 327

Which of the following interfaces are used to simultaneously transfer video and audio at high rates?

A.

HDMI

B.

DVI-D

C.

S-Video

D.
DVI-I

Answer: A
Explanation:

QUESTION NO: 328

Which of the following expansion cards would MOST likely have the requirements of utilizing a direct auxiliary 6-pin power plug to operate properly?

- A.**
PCI Express RAID card
- B.**
PCI Express video card
- C.**
PCI Express FireWire card
- D.**
PCI Express LAN card

Answer: B
Explanation:

QUESTION NO: 329

To configure two drives for MAXIMUM performance, which of the following RAID types should be used?

- A.**
RAID 0
- B.**
RAID 1
- C.**
RAID 5
- D.**

RAID 10

Answer: A

Explanation:

QUESTION NO: 330

Which of the following panel types would allow for the THINNEST possible display monitor?

- A.**
LED
- B.**
CRT
- C.**
DLP
- D.**
Plasma

Answer: A

Explanation:

QUESTION NO: 331

A technician is tasked with selecting components to build a computer that will be used for computer-aided drafting and computer aided modeling. Which of the following components are the BEST choices? (Select TWO).

- A.**
Triple channel memory
- B.**
MIDI sound card
- C.**
Socket 1156 motherboard
- D.**
Onboard graphics

E.

Socket 1366 CPU

Answer: A,E

Explanation:

QUESTION NO: 332

Which of the following devices transmits data to all ports regardless of final destination?

A.

Firewall

B.

Router

C.

Switch

D.

Hub

Answer: D

Explanation:

QUESTION NO: 333

Which of the following uses a single connector to deliver both video and audio?

A.

DVI

B.

Serial

C.

VGA

D.

HDMI

Answer: D

Explanation:

QUESTION NO: 334

Which of the following expansion slots uses a serial connection?

- A.**
PCI
- B.**
PCI-X
- C.**
PCIe
- D.**
AGP

Answer: C

Explanation:

QUESTION NO: 335

Which of the following would allow for multiple computers to share a display and input devices?

- A.**
AGP video adapter
- B.**
KVM switch
- C.**
Portable TDR
- D.**
PCI video adapter

Answer: B

Explanation:

QUESTION NO: 336

Video editing workstations require the fastest hard drive access times with large storage capacity. Which of the following hard disk setups would be MOST ideal for the described computer?

- A.**
Two 500 GB SATA2 hard drives used in a JBOD array
- B.**
Two 500 GB SATA2 hard drives in a hardware RAID 0
- C.**
Two 500 GB SATA2 hard drives in a hardware RAID 1
- D.**
Two 500 GB SATA2 hard drives in a software RAID 0

Answer: B

Explanation:

QUESTION NO: 337

A technician is dispatched to install additional RAM in a computer. The technician unplugs the system from the power source, and removes the cover of the PC. Which of the following should the technician do NEXT?

- A.**
Update the BIOS for compatibility.
- B.**
Put on an ESD strap.
- C.**
Use an ant-static bag to hold the RAM while installing.
- D.**
Clean out the PC with compressed air.

Answer: B

Explanation:

QUESTION NO: 338

When installing multiple SCSI drives in a system, which of the following is correct?

- A.**
All drives must have the same SCSI ID.
- B.**
Drives will be automatically assigned an ID by the controller.
- C.**
Drives in the same RAID array must have the same SCSI ID.
- D.**
Each drive must have a different SCSI ID.

Answer: D

Explanation:

QUESTION NO: 339

Which of the following would be the MOST important factor to consider when building a virtualization workstation?

- A.**
High-end graphics card with onboard memory
- B.**
A compact form factor
- C.**
Dual monitor support
- D.**
Maximum RAM and CPU cores

Answer: D

Explanation:

QUESTION NO: 340

Which of the following are standard AMD processor socket types? (Select TWO).

- A.**
1366
- B.**
1155
- C.**
940
- D.**
LGA
- E.**
F

Answer: C,E

Explanation:

QUESTION NO: 341

Which of the following is the form factor of a standard Parallel connector?

- A.**
DB-9
- B.**
DB-15
- C.**
DB-25
- D.**
DIN-6

Answer: C

Explanation:

QUESTION NO: 342

A technician is installing a new TV tuner on a Windows 7 HTPC and no channels are showing up. Which of the following is the MOST likely cause?

A.

The TV cable is connected to the FM/AM input.

B.

The TV tuner card does not support HD channels.

C.

The TV tuner card is not properly seated.

D.

The cable signal is too weak.

Answer: A

Explanation:

QUESTION NO: 343

Which of the following technologies is responsible for communication with the CPU?

A.

eSATA

B.

PCI express

C.

Southbridge

D.

Northbridge

Answer: D

Explanation:

QUESTION NO: 344

On an ATX motherboard, the 4-pin auxiliary power connector provides which of the following?

- A.**
Additional power to onboard devices
- B.**
Additional power to PCIx peripheral cards
- C.**
Additional power to the South Bridge
- D.**
Additional power to the CPU voltage regulator

Answer: D

Explanation:

QUESTION NO: 345

Jot, a user, has installed a new monitor on an existing system. Jot calls a support technician and reports that everything on the new display is fuzzy. Which of the following describes what needs to be changed to correct this issue?

- A.**
The display resolution needs to match the native resolution.
- B.**
The old graphics card does not support the new monitor.
- C.**
The new monitor cable needs to have aluminum cores installed.
- D.**
The new monitor requires updated drivers to be installed.

Answer: A

Explanation:

QUESTION NO: 346

Ann, a user, has recently installed a new Blu-Ray ROM in her desktop computer. The computer

recognizes the device as a DVD-ROM. Which of the following actions would enable the system to recognize the device as a Blu-Ray device?

A.

The operating system must be upgraded to Windows Ultimate.

B.

Flash the system's motherboard CMOS.

C.

Upgrade to the latest Windows Media Player.

D.

Install the manufacture's drivers for the OS.

Answer: D

Explanation:

QUESTION NO: 347

Which of the following external ports would a technician use to connect a keyboard? (Select TWO).

A.

eSATA

B.

IEEE 1394

C.

USB

D.

PS/2

E.

VGA

Answer: C,D

Explanation:

QUESTION NO: 348

A technician has 2GB of data that needs to be backed up from a customer's Windows 7 computer. Which of the following storage media should the technician use?

- A.**
DVD-RW
- B.**
CD-RW
- C.**
DVD-ROM
- D.**
CD-ROM

Answer: A

Explanation:

QUESTION NO: 349

Which of the following adapter types uses a 7-pin cable to transmit video signals?

- A.**
RGB
- B.**
S-Video
- C.**
HDMI
- D.**
DVI

Answer: B

Explanation:

QUESTION NO: 350

A technician is asked to upgrade RAM in a laptop from 4GB to 8GB. Which of the following should the technician do FIRST?

- A.**
Download the newest motherboard drivers
- B.**
Enable TPM
- C.**
Review the vendor laptop documentation
- D.**
Flash the BIOS

Answer: C

Explanation:

QUESTION NO: 351

Which of the following types of connectors would be found to connect printers and scanners to a device that did not have any network connections?

- A.**
RJ-45
- B.**
Parallel
- C.**
RJ-11
- D.**
BNC

Answer: B

Explanation:

QUESTION NO: 352

Which of the following types of device cable types are used to connect output devices such as

printers and scanners?

- A.**
Parallel
- B.**
eSATA
- C.**
IDE
- D.**
PATA

Answer: A

Explanation:

QUESTION NO: 353

A technician wants to install a secondary IDE drive which will be configured for additional user storage on the same IDE channel of the drive with the operating system. Which of the following jumper configurations should the technician use for the additional drive, if the drive with the operating system is set to MA?

- A.**
Place a jumper on both the MA and CS jumper block of the secondary drive.
- B.**
Place a jumper on the MA jumper block of the secondary drive.
- C.**
Place a jumper on both the SL and CS jumper block of the secondary drive.
- D.**
Place a jumper on the SL jumper block of the secondary drive.

Answer: D

Explanation:

QUESTION NO: 354

USB 2.0 and which of the following ports share the same connector?

- A.**
Micro USB 2.0
- B.**
Mini USB 2.0
- C.**
Micro USB 3.0
- D.**
USB 3.0

Answer: D

Explanation:

QUESTION NO: 355

Which of the following characteristics is generally found on a docking station that port replicators do not offer?

- A.**
Replicators usually have most USB ports than docks.
- B.**
Docks generally do not need separate power to function.
- C.**
Docks have independent hardware that replicators lack.
- D.**
Replicators have additional NIC that docks lack.

Answer: C

Explanation:

QUESTION NO: 356

Which of the following RAM types supports triple channel configurations?

A.
RAMBUS

B.
DDR

C.
DDR3

D.
DDR2

Answer: C

Explanation:

QUESTION NO: 357

Which of the following devices would provide protection for electronic equipment in an area prone to intermittent, unstable power?

A.
Power strip

B.
Surge suppressor

C.
Uninterruptible power supply

D.
Line conditioner

Answer: C

Explanation:

QUESTION NO: 358

Which of the following RAID types uses a drive mirroring algorithm? (Select TWO).

A.
RAID 0

B.
RAID 1

C.
RAID 5

D.
RAID 6

E.
RAID 10

Answer: B,E

Explanation:

QUESTION NO: 359

Which of the following adapters causes the LEAST amount of signal loss?

A.
VGA to DVI

B.
HDMI to VGA

C.
DVI to HDMI

D.
S-video to RCA

Answer: C

Explanation:

QUESTION NO: 360

Which of the following are factors when designing a home theater PC?

A.
Wireless NIC

- B.**
Audio frequency
- C.**
Video refresh rate
- D.**
Video output

Answer: D

Explanation:

QUESTION NO: 361

A company is converting to LCD monitors and needs to properly dispose of all CRT monitors. Which of the following is an important consideration when disposing of CRT monitors?

- A.**
The materials within the cathode ray tube are harmful.
- B.**
They are heavier than LCD monitors and therefore require special disposal.
- C.**
The glass of the tube can easily break and cause serious injury.
- D.**
The rays of the cathode can cause blindness if someone is exposed.

Answer: A

Explanation:

QUESTION NO: 362

Jot, a customer, requests that the desktop system he is buying is able to be used at his vacation home in another country, as well as his regular home. The technician is aware that the country mentioned has different power requirements. Which of the following should the technician ensure the desktop contains?

- A.**
Dual voltage options

- B.**
UPS
- C.**
Inverter
- D.**
Micro-ATX connector

Answer: A

Explanation:

QUESTION NO: 363

Which of the following is a standard Intel processor socket type?

- A.**
F
- B.**
754
- C.**
940
- D.**
LGA

Answer: D

Explanation:

QUESTION NO: 364

Which of the following expansion slots is MOST commonly used for high-end video cards?

- A.**
PCI
- B.**
PCIe

C.
CNR

D.
AGP

Answer: B

Explanation:

QUESTION NO: 365

Which of the following technologies can be accessed through the DisplayPort? (Select TWO).

A.
USB

B.
SATA

C.
DVI

D.
FireWire

E.
HDMI

Answer: C,E

Explanation:

QUESTION NO: 366

Which of the following connections are typically on the external PC chassis? (Select TWO).

A.
AGP

B.
SAS

C.
IEEE1394

D.
eSATA

E.
IDE

Answer: C,D

Explanation:

QUESTION NO: 367

After a technician installs a video card, which of the following should the technician configure NEXT?

A.
Resolution

B.
Colors

C.
Dots per inch

D.
Refresh rate

Answer: A

Explanation: